**FIRST AMENDMENT TO SOFTWARE SERVICES AGREEMENT
BETWEEN ZUM SERVICES, INC. AND POUDRE SCHOOL DISTRICT R-1**

This First Amendment ("Amendment") effective the 9th day of August, 2025, is attached to and forms part of the Software Services Agreement between Poudre School District R-1 (the "District") and Zum Services, Inc. (the "Contractor") executed June 1, 2024, ("Agreement"), hereby attached and made part of this Amendment. To the extent that any of the terms or conditions contained in this Amendment may contradict with any of the terms or conditions of the attached Agreement, it is expressly understood and agreed that the terms of this Amendment shall take precedence and supersede the attached Agreement. The parties agree to amend the Agreement by adding the following language:

1. **Purpose of Amendment.** This Amendment shall constitute the First Amendment to the Agreement between the District and the Contractor. The purpose of this Amendment is to amend the terms and deliverables between the District and Contractor.

2. **Term of Agreement.**

    2.1. At the conclusion of the term dated June 30, 2025, as outlined in 2.1 of the Agreement, the District and Contractor elect to extend the term of the Agreement beginning on July 1, 2025, through June 30, 2026.

3. **Special Provisions.**

    4.1. Terms and Conditions. With the exception of items explicitly delineated in this Amendment, all terms and conditions of the original Agreement between the District and Contractor shall remain unchanged and in full force and effect.

4. **General Provisions.**

    5.1. Entire Agreement. The original Agreement and this First Amendment constitutes the entire Agreement of the parties regarding the subject matter addressed herein and supersedes all prior Agreements, whether oral or written, pertaining to said subject matter.

    5.2. Signatures. This Agreement may be executed and delivered via portable document format (pdf), and the pdf signature of any party shall be considered valid, binding, effective and an original for all purposes.

    THE REMAINDER OF THIS PAGE WAS INTENTIONALLY LEFT BLANK.

IN WITNESS WHEREOF, the District and the Contractor have signed this Agreement as of the date first set forth above.

ZUM SERVICES, INC.   POUDRE SCHOOL DISTRICT R-1

By:_____

Name: Ritu Narayan
Title: Chief Executive Officer

By:_____
R David Montoya (Aug 26, 2025 12:55:42 MDT)

R. David Montoya
Chief Finance Officer

By:_____
Daniel Weaver (Aug 26, 2025 09:00:23 MDT)

Dan Weaver
Director of Transportation

By:_____
Bud Hunt (Aug 26, 2025 09:03:24 MDT)

Bud Hunt
Chief Technology Officer

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SOFTWARE SERVICES AGREEMENT
BETWEEN ZUM SERVICES, INC.
AND POUDRE SCHOOL DISTRICT R-1

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This Software Services Agreement ("Agreement") is entered into this 1st day of June 2024 ("Effective Date"), by and between Poudre School District R-1 (the "District") and Zum Services, Inc. (the "Contractor"). The District and the Contractor are collectively referenced herein as the "parties." In consideration of the mutual covenants and promises contained in this Agreement, the sufficiency of which is hereby acknowledged, the parties agree as follows:

1.   **Purpose of Agreement.** The purpose of this Agreement is to specify the terms and conditions pursuant to which Contractor will provide equipment and services as per the scope outlined in RFP 24-680-007 – Student Transportation Safety Refresh.

2.   **Term of Agreement.**

     2.1.   This Agreement shall commence on June 1, 2024, and continue through and including June 30, 2025. The Agreement, at the option of the District, may be extended for up to four (4) additional one-year terms, upon a written mutually agreed upon amendment for each one-year term.

     2.2.   Notwithstanding any other term or provision of this Agreement, the District's obligations hereunder are expressly subject to its budgeting and appropriation of sufficient funds for each fiscal year (July 1 - June 30) an Agreement is in effect. In no event, shall the District's obligations in an Agreement constitute a multiple-fiscal year direct or indirect debt or other financial obligation under Article X, Section 20(4)(b) of the Colorado Constitution.

     2.3.   **Termination For Cause.** Notwithstanding the provisions of section 2.1 and 2.2 above, if either party is in breach of an obligation or covenant under this Agreement the non-breaching party may give written notice to the breaching party describing the breach and demanding that it be cured. If the breach is not cured within thirty (30) days after the breaching party's receipt of said notice, the non-breaching party may immediately terminate the Agreement and avail itself of any and all remedies available at law or in equity.

     2.4.   **Termination Without Cause.** Notwithstanding the provisions of sections 2.1, 2.2 and 2.3 above, the District or the Contractor may terminate this Agreement at any time in its sole discretion for any reason, with or without cause, by giving the other party thirty (30) days' advance written notice of the termination.

     2.5.   **Effect of Termination**. Upon the effective date of termination, the District shall immediately cease use of any digital or subscription components of the Services.

3.   **Obligations of Contractor.**

     3.1.   Except as otherwise noted in Exhibits B and C, the Contractor's responsibility under this Agreement is to provide equipment and services as per the scope outlined in RFP 24-680-007, hereby attached and made part of this Agreement; provided, however, the District shall provide

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(a) necessary access to vehicles and property to complete the installation and (b) software and data integrations requested by the Contractor. The parties agree to all the terms and conditions of this Agreement and within the following as specified in the: Request for Proposals ("RFP") Student Transportation Safety Refresh RFP #24-680-007, which is part of this agreement and attached hereto as Exhibit A.

 3.2. Contractor's Response to RFP #24-680-007, which is part of this Agreement and attached hereto as Exhibit B.

 3.3. Contractor's Pricing, which is part of this Agreement and attached hereto as Exhibit C.

 3.4. Contractor's student data information, which is part of this Agreement and attached hereto as Exhibit D.

 3.5. Contractor's VPAT, which is part of this Agreement and attached hereto as Exhibit E.

 3.6. Exhibits A, B, C, D, and E are made a part of this Agreement (hereinafter the "Services") and incorporated herein by reference.

 3.7. The total cost for the Services shall be at the pricing on the attached Exhibit C and shall remain fixed for the term of this Agreement, though pricing shall be subject to a maximum of a three (3) percent annual increase.

 3.8. The District reserves the right to request additional equipment, services, and add-ons insofar as those services and add-ons align with the overall scope and goals as set forth in RFP #24-680-007; provided that Contractor may accept such request in its sole discretion. Such additional equipment, services and add-ons shall be at mutually agreed pricing and upon a written mutually agreed upon amendment.

 3.9. The Contractor will not be permitted to solicit or upsell additional equipment or services. Inquiries into such equipment or services must be made by the District. The Contractor will be permitted to reach out only regarding upgrades or updates to existing equipment and services that have been purchased and are being used by the District.

 3.10. **Scope of Work.**
The scope of work under the terms of this agreement shall align with what is specified in Exhibits A, B, and C.

 3.11. **Design Plan.** The Contractor, Project Coordinator and any other necessary personnel shall hold a kickoff meeting within fourteen (14) days of execution of this Agreement and develop a collaborative execution plan for the full scope of the project within the thirty (30) days of first kickoff meeting, which shall include but not limited to:

  3.11.1. Identify key lead for each party.

3.11.2. Identify key contacts and team members from both parties for project.

3.11.3. Identify roles, responsibilities, and expectations for each team member.

    3.11.3.1. Anticipated workforce hours for Contractor.

    3.11.3.2. Determine expectation for District staff resources.

3.11.4. Identify key external and internal groups integral to project.

    3.11.4.1. Outline expectation of external and internal groups.

3.11.5. Outline communication plan, procedures, and format.

3.11.6. Parties shall clearly identify mutual understandings of:

    3.11.6.1. Identified scope of work

    3.11.6.2. Completion of objectives

    3.11.6.3. Overview of Contractor's proposed methodology

3.11.7. Develop timeline for key deliverables, which shall include:

    3.11.7.1. Benchmarks for progress checks to ensure timely completion of deliverables.

    3.11.7.2. Measurable indicators of deliverables.

    3.11.7.3. Key deliverables target completion dates.

3.11.8. Identify project constraints across the projected timeline.

3.11.9. Timeline and schedule of deliverables.

    3.11.9.1. Timeline shall include any anticipated training or onboarding service hours and total estimated billable costs.

    3.11.9.2. No changes or modifications to timeline or schedule shall be allowed, except through mutual written approval via mail or email from the both Project Coordinator and Contractor key lead.

3.11.10.   If both parties are unable to come to an agreement on the scope of work outlined in this section 3 within thirty (30) days from the first day of

the kickoff meeting, then the parties may mutually agree to discontinue the Agreement.

3.12. **Implementation Plan.**

3.12.1. Contractor shall work directly with the District's Project Coordinator to develop a plan for Services for implementation ("Implementation Plan").

3.12.2. Contractor shall provide updates to the Implementation Plan to the Project Coordinator for review and approval based on the timeline established in section 3.8.7.

3.12.2.1.   Project Coordinator reserves the right to request modification, additions, or additional services to Implementation Plan as they determine reasonably appropriate; provided that such requests shall remain subject to Contractor's approval.

3.12.3. Any anticipated delay beyond the completion date must be submitted in writing to the Project Coordinator. The Project Coordinator will approve or deny the delay. Notwithstanding the above, if the District makes a request to change the scope or timeline or the Services, a delay caused by such request may not be denied.

3.13. **Sales Representative.** Vendor shall provide contact information for a dedicated sales representative ("Sales Representative"), including a phone number, email, and a general customer service after-hours contact (which may be a voice mailbox).

3.13.1.   The Vendor shall additionally provide the names of the Sales Representative's manager and regional representative for escalation of issues.

3.13.1.1.   Vendor shall provide emergency contact information in the event of an emergency situation at one of the schools/sites.

3.13.2.   Sales Representative shall maintain a response time not to exceed one (1) business day.

3.13.3.   Excluding the weekends, Sales Representative shall provide a secondary direct contact when out of the office for more than twenty-four (24) hours.

3.13.4.   District reserves the right to request a change in Sales Representative, provided that such request is made in writing with the reasons set forth and provided that such request does not violate any applicable law.

3.13.5.   The Sales Representative will meet at a minimum, on a quarterly basis, with the designated Project Manager and any other identified District representatives, to review spend, questions or concerns, recommendations to the District, training opportunities, and any other necessary topics.

3.13.6.   The Sales Representative shall provide the following Services and any others as needed throughout the term of the agreement, and any extensions:

3.13.6.1.   Handle all District concerns or inquiries about any products or Services.

3.13.6.2.   Coordinate the distribution of reports to the District designated Project Manager and any other identified District representatives.

3.13.6.3.   Research and resolve any questions and issues regarding invoicing and billing.

4.   **Materials.** Except for items noted in Exhibits A, B, or C all ancillary materials such as labor, licenses, materials, supplies, equipment, and all other items necessary to complete the Services shall be furnished by the Contractor (the "Materials") and shall be part of and not in addition to the Agreement price; provided, however, the District shall provide (a) necessary access to vehicles and property to complete the installation and (b) software and data integrations requested by the Contractor. The Contractor shall be responsible and liable for any damage or destruction to any Materials resulting from any cause other than the willful or reckless acts of the District for which it could be held liable under the Colorado Governmental Immunity Act.

5.   **Review of Product.** Payment for Services furnished under the Contract shall not constitute acceptance thereof. The Project Coordinator shall have the right to confirm the completion of the Services provided, the product of such Services, and to reject any or all of which are in the District's reasonable judgment defective or nonconforming. The District will not be charged for Services to correct Contractor's errors for correcting such Services.

6.   **Acceptance of Services.** Installation services are considered complete only after the Project Coordinator has formally accepted Services in writing (email is sufficient). Payments will not be made until Services are formally accepted. Acceptance shall be made as soon as possible and shall not be unreasonably conditioned, withheld, or delayed.

7.   **Timeline Delays or Extension of Work.** If the Contractor experiences a delay in the completion of work, the Contractor shall provide a reasonable period of time, which does not delay the timeline for completion identified in section 8.1.

7.1.   The Contractor shall not invoice the District for any delayed Services or products to be produced caused by or within the control of the Contractor until such Services have been performed.

7.2.   If the delay is caused by or within the control of the Contractor, the District and Contractor shall mutually determine what constitutes a reasonable period of time,

after which the District may cancel requested Services, seek the items from another Contractor, and may charge the original Contractor for any difference in costs, limited to the maximum duration of the then-current term.

8. Timeline, Deliverables and Purchase Price.

The Contractor shall make its equipment and software available for use in the District, in accordance with the Services as set forth in the attached Exhibits A, B, and C.

8.1.   Implementation of Services must be complete no later than September 1, 2024, and the Contractor in good faith will work with the District to prioritize the most important Services to be completed by August 1, 2024.

8.2.   The pricing for all Services under this Agreement shall not exceed that as set forth in the attached Exhibit C, due and payable thirty (30) days from receipt of Contractor's invoice.
8.2.1.   Additional Services purchased shall not exceed the pricing outlined in Exhibits B and C.

8.3.   Fulfillment of Services under the terms and conditions set forth in this Agreement shall be exclusively through the issuance of a District purchase order.

8.4.   Contractor shall maintain compliance with federal, state and local laws as pertains to accessibility for persons with disabilities, including but not limited to Colorado House Bill 21-1110, for the length of the Agreement and all extensions.

8.5.   **Invoicing.** The District utilizes an online vendor portal to collect, validate, and manage vendor information, including but not limited to tax identification verification, sanction monitoring, receipt of W9 and other required forms. Prior to the issuance of a purchase order or payment, the Contractor will be required to complete the online registration process through the online vendor portal, which shall include the Contractor providing all required documentation, and receiving approval of the submission of all documentation, including but not limited to, taxpayer identification number and bank account verification.

8.5.1.   Contractor will provide invoices for the Services at the rate specified in Exhibit C. Invoices for Services provided shall be submitted directly to the District's accounts payable department within thirty (30) days of completion of Services. Invoices for such Services shall include (a) date on which Services were provided, (b) the District Location for which the Service were provided, (c) details of Products delivered, (d) and if issues, a purchase order number.

8.5.1.1.   Notwithstanding the foregoing, invoices for the software-as-a-service component of the Services shall be invoiced annually in advance and payable as a prepayment.

8.5.2.   Invoices received from the Contractor pursuant to this Agreement will be reviewed and approved by the District's representative, indicating that services have

been rendered in conformity with the Agreement and then will be sent to the Finance Department for payment. Payment for Services not approved by the District in writing, shall not be considered valid and the District will not be responsible for covering associated costs. Invoices will generally be paid within thirty (30) days following the District's receipt of the invoice.

8.5.3. Invoices which do not conform with the agreement will be paid thirty (30) days from receipt of a revised and corrected invoice.

8.5.4. All invoices must be submitted within 30 days of fiscal year end June 30 and may not include items received by the District outside of the fiscal year July 1 – June 30.

8.5.5. Invoices shall be sent to ap@psdschools.org.

8.5.6. The District is a political subdivision of the State of Colorado and considered a governmental entity for tax classification purposes. The District is exempt from city, county, and state sales tax. The District's state tax exempt number is 98-03335 and the District's Federal Tax Identification Number (TIN) is 84-6013733.

8.5.7. If the contract results in the right to use an asset, the Contractor shall provide the District, if requested, documentation necessary to facilitate the District's compliance with the Governmental Accounting Standards Board ("GASB") issued GASB Statement No. 87, Leases.

8.6. The Contractor grants the District a non-exclusive, non-transferable, non-sublicenseable license to access and use, and permit authorized users to access and use the Services solely in the United States during the term of the Agreement. The District shall take reasonable steps to prevent any unauthorized access to, or use of, the Services. If the District discovers or reasonably suspects any such unauthorized access or use, the District shall promptly notify the Contractor.

8.7. The District shall access and use the Services solely for non-commercial instructional and administrative purposes within the District. Further, the District shall not, except as expressly authorized or directed by the Contractor in writing: (a) copy, modify, translate, distribute, export, disclose or create derivative works based on the contents of, or sell or resell, the Services, or any part thereof; (b) decompile, decode, disassemble or otherwise reverse engineer Services or otherwise attempt to derive the source code or internal logic from the Services or use the Services to develop functionally similar products or services; (c) modify, alter, obscure, or delete any of the copyright, trademark, or other proprietary notices in or on the Services; (d) license, sublicense, rent, lease or lend the Services or use the Services for the benefit of any third party; (e) avoid, circumvent or disable any security or digital rights management device, procedure, protocol or mechanism in the Services; (f) access the Services for any benchmarking or competitive purposes; or (g) permit any authorized user or third party to do any of the foregoing. The District also agrees that any works created in violation of this section are derivative works, and, as such, the District agrees to assign, and hereby assigns, all right, title and interest therein to the Contractor.

8.8.   The District agrees, subject to the limited rights expressly granted hereunder, that all rights, title and interest in and to all Services, including all related IP Rights (such as, for example, Contractor's name and logo), are and shall remain the sole and exclusive property of Contractor or its third-party licensors. "IP Rights" means, collectively, rights under patent, trademark, copyright and trade secret laws, and any other intellectual property or proprietary rights recognized in any country or jurisdiction worldwide. The District shall notify Contractor of any violation of Contractor's IP Rights in the Services, and shall reasonably assist Contractor as necessary to remedy any such violation. Contractor Services are protected by patents and other IP rights.

8.9.   The District understands and agrees that its students' access to and use of the Services under this Agreement may require that it disclose confidential student records and information, as that term is defined below, to the Contractor. The Contractor understands and agrees that if it fails to comply with any of the requirements under sections 10,11, 12 or 13 below at any time during or after the term of this Agreement the District may, as applicable, terminate the Agreement and/or disqualify the Contractor from future agreements with the District.

9.   Definitions.

9.1.   As used in this Agreement, "personally identifiable information" is defined as information (including metadata) that, alone or in combination, is linked or linkable to a specific student so as to allow a reasonable person in the school community, who does not have personal knowledge of the relevant circumstances, to identify the student with reasonable certainty. Personally identifiable information includes but is not limited to: (a) the student's name; (b) the name of the student's parent or other family members; (c) the address or phone number of the student or student's family; (d) personal identifiers such as the student's social security number, student number or biometric record; and (e) indirect identifiers such as the student's date of birth, place of birth or mother's maiden name.

9.2.   As used in this Agreement, "education records" is defined as records, files, documents and other materials that: (a) contain information directly related to a student; and (b) are maintained by the District, or by a party acting for the District such as the Contractor.

9.3.   As used in this Agreement, "confidential student records and information" is defined as education records and personally identifiable information concerning District students, including but not limited to confidential student records and information disclosed to, collected by and/or generated by the Contractor. Confidential student records and information does not include "de-identified confidential student records and information," as defined in section 3.5 below.

9.4.   As used in this Agreement, "collect" is defined as the gathering of data and other information by any means, including but not limited to the use of logs, cookies, tracking pixels, etc.

9.5.   As used in this Agreement, "de-identified confidential student records and information" is defined as confidential student records and information from which all personally

identifiable information, and the ability to determine any personally identifiable information, is removed.

9.6.   As used in this Agreement, "securely destroy" is defined as removing confidential student records and information from the Contractor's systems, paper files, hard-copy and electronic records, databases and any other media regardless of format, in accordance with the standard detailed in the National Institute of Standards and Technology ("NIST") SP 800-88 Guidelines for Media Sanitization, so that the confidential student records and information are permanently irretrievable in the Contractor's normal course of business.

9.7.   As used in this Agreement, "eligible student" is defined as a student who is at least 18 years of age or who is legally emancipated.

10.   Ownership of Confidential Student Records, Information. All confidential student records and information shall remain the exclusive property of the District and all rights, title and interest in the confidential student records and information, including but not limited to intellectual property rights in the confidential student records and information, belong to and are retained solely by the District. The District hereby grants to the Contractor a limited, nonexclusive license to access, view, display, process, collect, generate and use confidential student records and information solely for the purpose of performing its obligations under this Agreement.

11.   Security of Confidential Student Records and Information.

11.1.   The Contractor shall store and process confidential student records and information in accordance with commercially reasonable practices, including implementing appropriate administrative, physical and technical safeguards that are no less rigorous than those outlined in CIS Critical Security Controls, as amended, to secure such confidential student records and information from unauthorized access, disclosure, alteration and use. The Contractor shall ensure that all such safeguards, including the manner in which confidential student records and information is collected, accessed, used, stored, processed, disposed of and disclosed, comply with all applicable federal and state data protection and privacy laws, regulations and directives, including but not limited to Colorado's Student Data Transparency and Security Act, C.R.S. §§ 22-16-101 to -112. Without limiting the foregoing, and unless expressly agreed to the contrary in writing, the Contractor warrants that all electronic confidential student records and information will be encrypted in transmission and at rest in accordance with NIST Special Publication 800-57, as amended.

11.2.   The Contractor shall conduct periodic risk assessments and remediate any identified material security vulnerabilities in a timely manner. The Contractor shall promptly (and in any event within 72 hours after discovery) notify the District in the event of: (a) any security or privacy breach concerning confidential student records and information; and/or (b) any use or disclosure of student personally identifiable information not authorized under this Agreement.

12.   Use of Confidential Student Records and Information.

12.1.   Under the Agreement, Contractor may access, view, display, process, collect, generate and/or use confidential student records and information only under the following terms and conditions: (a) except as provided in section 12.2 below, Contractor shall not disclose confidential student records and information, in whole or in part, to any other party; (b) Contractor shall not use any confidential student records or information to advertise or market to students or their parents/guardians; (c) Contractor shall access, view, display, process, collect, generate and use confidential student records and information only to the extent necessary to perform its obligations under the Agreement; and (d) at the conclusion of the term of the Agreement the Contractor shall, as directed by the District, either securely destroy all confidential student records and information in its possession, custody or control, or return such confidential student records and information to the District.

12.2.   Contractor may to the extent necessary to perform its obligations under the Contract disclose confidential student records and information to subcontractors ("Subcontractors") as identified in Exhibit D pursuant to written subcontracts specifying the purpose of the disclosure and providing that: (a) Subcontractors shall not disclose confidential student records and information, in whole or in part, to any other party; (b) Subcontractors shall not use any confidential student records or information to advertise or market to students or their parents/guardians; (c) Subcontractors shall access, view, display, process, collect, generate and use confidential student records and information only to the extent necessary to assist Contractor in performing its obligations under the Agreement; and (d) at the conclusion of their work under their subcontracts Subcontractors shall, as directed by the District through the Contractor, either securely destroy all confidential student records and information in their possession, custody or control, or return such confidential student records and information to the District.

12.3.   Contractor and Subcontractors may use de-identified confidential student records and information for purposes of research, reporting, and analytics the improvement of its products and services, and/or the development of new products and services. In no event shall the Contractor or Subcontractors re-identify or attempt to re-identify any de-identified confidential student records and information.

12.4.   Contractor and Subcontractors shall as soon as reasonably practicable furnish to the District upon request all confidential student records and information they have collected and/or generated and not in the District's possession. Such requests may include but shall not be limited to those made in order to respond to parent/guardian and eligible student requests to inspect and review education records as authorized under the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g ("FERPA") and/or under the Colorado Open Records Act, C.R.S. §§ 24-72-200.1 et seq. ("CORA"). The District, not the Contractor or Subcontractors, shall respond to all parent/guardian and eligible student requests to inspect and review records, data and other information.

13.   **School Service Contract Provider.** If Contractor is a "school service contract provider" under the Colorado Student Data Transparency and Security Act (the "Act"), the Contract is amended to add the language in this section 7. Under the Act, a "school service contract provider" is defined as an entity (other than the Colorado Department of Education, a K-12 public education entity or an institution of higher education) that enters into a formal, negotiated contract with the District to provide a "school service." Under the Act, a "school

service" is defined as an Internet website, online service, online application or mobile application that: (a) is designed and marketed primarily for use in a preschool, elementary school or secondary school; (b) is used at the direction of District teachers or other District employees; and (c) collects, maintains or uses confidential student records and information.

13.1.   If Contractor is a "school service contract provider" under the Act, the Contractor has provided the following information in the attached Exhibit D: (a) the data elements of confidential student records and information that Contractor collects under the Contract, regardless of whether the data elements are initially collected or ultimately held individually or in the aggregate using protocols that are effective for preserving the anonymity of each student included in the data; (b) the learning purpose for which Contractor collects the confidential student records and information; and (c) how the Contractor uses and shares the confidential student records and information. Contractor shall update this information as necessary to maintain accuracy.

13.2.   Contractor shall facilitate the District's access to and correction of any factually inaccurate confidential student records and information as required in response to correction requests from parents/guardians and eligible students.

14.   **Remedies.** If Contractor fails to comply with any of the foregoing requirements in sections 10, 11, 12 or 13 at any time during or after the term of the Agreement the District may, as applicable, terminate the Agreement and/or disqualify Contractor from future contracts and subcontracts with the District.

15.   **Access to District Server.** If access to any District server is necessary for the functionality of the Contractor's services, upon written approval by the Executive Director of Information Technology or designee, the District grants the Contractor limited access to the District server for the sole purpose of providing Services.

15.1.   The Contractor agrees to protect the confidentiality, integrity and availability of all electronic District or student information at all times.

15.2.   The Contractor agrees to take proper steps to ensure the security of the device in which they connect to the District's systems remotely. The Contractor agrees not to copy information accessed remotely to local devices and or portable devices. Printing information is not permitted unless specific authorization has been granted.

15.3.   The Contractor shall not share passwords, codes, credentials or user accounts with others.

15.4.   The Contractor shall have a valid and up-to-date antivirus agent installed to ensure protection against malware and viruses upon connection to the District network.

15.5.   The Contractor acknowledges that if the District determines in its discretion that remote access has been compromised by unauthorized parties, or that remote access has been misused, the Contractor's access will be disabled or terminated immediately.

16. **Primary Contractor and Subcontractors.** The Contractor shall assume all responsibility for performance of all Services in this Agreement, whether or not the Contractor uses subcontractors. Any consequences resulting from non-performance under the terms of this Agreement are the sole responsibility and liability of the Contractor. The Contractor shall be the sole point of contact with the District with regard to all matters covered by this Agreement. The District shall not initiate or maintain contact with any subcontractor unless such contact becomes necessary to mitigate the District's damage in the event the Contractor is in default or breach of any term or obligation of this Agreement.

17. **Independent Contractor.**

17.1.   Contractor shall provide the Services under this Agreement as an independent contractor of the District. As such, Contractor shall have the right to determine how and by whom the Services will be provided and the right to provide the Services free from the direction and control of the District, subject to and consistent with the terms and conditions of this Agreement.

17.2.   Contractor shall be exclusively responsible for: (a) all compensation, employment tax withholdings and payments, and all fringe benefits for its employees (if any) in full compliance with all applicable federal, state and local laws; (b) all insurance coverages and benefits for its employees (if any) in full compliance with all applicable federal, state and local laws, including but not limited to pension or retirement benefits, workers' compensation, unemployment compensation, and Social Security benefits; and (c) all payments to its contractors and subcontractors for goods and/or services directly or indirectly related to this Agreement.

17.3.   Nothing in this Agreement shall be construed as creating a single enterprise, partnership, joint venture or employer-employee relationship between Contractor and the District. Contractor is not a partner, agent or representative of the District and shall not represent itself to be a partner, agent or representative of the District. The District is not a partner, agent or representative of Contractor and shall not represent itself to be a partner, agent or representative of Contractor.

17.4.   Contractor shall not attempt or purport to extend the faith and credit of the District to any third party, person or entity. Contractor acknowledges and agrees that it has no authority to enter into any contract with a third party that would bind or in any way obligate the District. The District shall not attempt or purport to extend the faith and credit of Contractor to any third party, person or entity. The District acknowledges and agrees that it has no authority to enter into any contract with a third party that would bind or in any way obligate Contractor.

18. Fingerprinting and Background Checks. Contractor's employees, volunteers, and other individuals providing Services under this Agreement will not be required to submit to fingerprinting or background checks conducted by the District, provided that they are under the supervision of District staff while providing Services on District premises and submit to the school visitor check-in system, Raptor Technologies, every time they enter a school building.

19. **Equal Opportunity.** It is agreed that no otherwise qualified Contractor shall be excluded from participating in, be denied the benefits of, or be subject to discrimination, including harassment, under any provision of this Agreement on the basis of race; creed; color; national origin; age; sex; pregnancy; physical recovery from childbirth or a related condition; sexual orientation; marital status; veteran status; religion; genetic information; gender expression; gender identity; ancestry; or disability.

20. **Health and Safety Standards.** The Contractor shall have and maintain a set of protocols and guidelines to meet evolving health and safety requirements and implement any applicable communicable disease protocols, which must follow guidance and orders from state and/or local public health officials and be no less strict than the District's protocols.

20.1. Contractor shall ensure all individuals providing Services under this agreement for the Contractor wear appropriate personal protective equipment as designated in this section 20, at all times while on District property.

20.2. If the District is directed, or the District determines to limit or restrict access to any or all of its facilities or District Location due to a public health or safety concern, the District may, at its discretion, temporarily delay or stop Contractor's services, with or without prior notice, to the extent affect by such limitation or restriction.

21. **Individuals Providing Services for Contractor Under this Agreement.** The Contractor shall not utilize any laborer or employee who has been convicted of a violent crime or a crime of such nature (e.g., child-related offenses) as to categorize the person as being unsuitable for working around school children, or has engaged in such conduct as to be similarly categorized. In the event the District has reasonable grounds to believe that any individual assigned to perform work under this Agreement has a criminal record, is a registered sex offender, has exhibited violent behavior or is under the influence of alcohol or an illegal substance, including marijuana, while performing the Services on any District property or accessing student data, or based upon other information the District reasonably deems reliable, the District may exclude such individual from any District property or impose reasonable conditions upon such individual's presence at any District Location unless the Contractor submits a copy of a completed security/background check on the employee. In the reasonable judgement of the District, if the Services cannot be performed as a result of such action, the Agreement may be terminated in accordance with section 2.3 of this Agreement. Removal of a specific person(s) will not relieve the Contractor from timely performance of work completion and will not be considered grounds for a request for additional funds or time extension to complete the Services.

21.1. The Contractor, its laborers and employees shall not fraternize or otherwise communicate with any District students except in cases of safety and like necessities.

22. **Conflict of Interest.** Contractor avers to their knowledge of no employee of the District having any personal or beneficial interest whatsoever in the service or property described in this Agreement. Contractor has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of the Contractor's Services and Contractor shall not employ any person having such known interest.

23. **Colorado Open Records Act.** Information and materials submitted under this Agreement may be considered public records subject to disclosure under the Colorado Open Records Act, (C.R.S. §§ 24-72-200.1 to -205.5) ("CORA"). Information and materials that the Contractor believes are confidential and not subject to disclosure under CORA must be submitted separately with a citation to the section of CORA and any other relevant law under which the Contractor believes they are confidential. The District, not the Contractor, shall determine whether information and materials so identified will be withheld as confidential, but will inform the Contractor in advance of disclosure to give it an opportunity to take legal action to protect its interests vis-à-vis the party making the CORA request.

24. **Notices and Communications.** All notices and communications required or permitted under this Agreement shall be in writing and shall be: (a) sent via certified mail, return receipt requested and postage prepaid, to the address of the other party set forth below; or (b) sent via e-mail to the other party via the e-mail address set forth below. All notices shall be deemed received (i) with respect to (a) above, five (5) business days from the date of mailing, and (ii) with respect to (b) above, when actually received in the inbox by the recipient.

Poudre School District R-1
Attn: Contract Administrator
2407 LaPorte Avenue
Fort Collins, CO 80521
E-mail: contracts@psdschools.org

Zum Services, Inc.
Attn: Chief Technology Officer
275 Shoreline Dr., Suite 200
Redwood City, CA 94065
Email: contracts@ridezum.com

With a copy, which shall not constitute notice, to:

Zūm Services, Inc.
Attn: Legal
275 Shoreline Dr., Suite 200
Redwood City, CA 94065
Email: legal@ridezum.com

25. **Insurance.** Contractor shall procure and maintain the required insurance specified below for the duration of this Agreement, which insurance shall be written for not less than the amounts specified or greater if required by law. The District's receipt of a Certificate of Insurance from the Contractor with limits and or coverages that do not meet the requirements does not waive the requirements and the Contractor shall still be responsible for the limits and coverages stated in this Agreement. Specified coverages and amounts may be provided by a combination of a primary policy plus an umbrella or following form excess policy. All insurance shall be with a carrier licensed in the state of Colorado and shall have a minimum A.M. Best rating of A- VII. Contractor shall furnish the District's Director of Records and Risk Management with certificates of the required insurance prior to the District's approval and signing of this Agreement, and with renewal certificates prior to the expiration of any required insurance that expires during the term of this Agreement. Memorandums of Insurance will not be accepted. Certificates of Insurance and all communication regarding insurance shall be addressed to:

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Poudre School District
Attention: Risk Management
2407 Laporte Ave
Ft. Collins, CO 80521
Email Certificate to: risk@psdschools.org

Any insurance and/or self-insurance carried by the District is excess of the coverage extended to the District by Contractor. Contractor shall provide at least thirty (30) days' advance written notice to the District prior to cancellation, change of coverage, or non-renewal. The insurance requirements specified in this section 11 shall not reduce the indemnification liability that Contractor has assumed in section 12.

Commercial General Liability

<u>Minimum Limits</u>

- Each Occurrence Bodily Injury & Property Damage $1,000,000
- General Aggregate $2,000,000
- Products/Completed Operations Aggregate $2,000,000
- Personal/Advertising Injury $2,000,000
- Product Recall Expense $500,000
- Coverage must be written on an "occurrence" basis.
- Poudre School District R-1 and its elected officials, employees, agents, and volunteers shall be named as an additional insured or covered as an additional insured by way of a blanket endorsement and shall be insured to the full limits of liability purchased by the Vendor even if those limits of liability are in excess of those required by this Agreement.

Professional Liability

<u>Minimum Limits</u>

a. Each Occurrence or Wrongful Act Limit $1,000,000
b. Annual Aggregate Limit $3,000,000
c. In the event that the Professional Liability insurance required by this Agreement is written on a claims-made basis Provider warrants that any retroactive date under the policy shall precede the effective date of this Agreement and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of three (3) years beginning at the time work under this Agreement is completed.
d. Provider must provide evidence of the extended reporting period coverage at the end of the project and before all final payments to the Provider is made.

Technology Errors and Omissions Liability (Professional Liability, including Network Security and Privacy Liability)

<u>Minimum Limits</u>

- Per Loss $1,000,000
- Aggregate $3,000,000 (commencing July 1, 2024)
- Liability extends for a period of three (3) years beginning at the time work under this Agreement is completed. Provider shall maintain continuous coverage, as required by the Agreement, for this period.

The insurance shall provide coverage for:

- Liability arising from theft, dissemination and/or use of confidential information (defined term including but not limited to bank account, credit card account, personal information such as name, address, social security numbers, etc. information) stored or transmitted in electronic form.
- Network Security Liability arising from the unauthorized access to, use of or tampering with computer systems including hacker attacks, inability of an authorized third party to gain access to Provider's services including denial of service, unless caused by a mechanical or electrical failure.
- Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a District or third person's computer, computer system, network, or similar computer related property and the data, software, and programs thereon.

Crime Coverage (for Agreements allowing privileged access to network systems, valuable property, or sensitive data)

Minimum Limits

Per Loss $1,000,000
The policy shall include:
- Coverage for all directors, officers, agents, and employees of the Supplier.
- Employee dishonesty, forgery and alteration, monies and securities, and computer (cyber) crime.
- Extended theft and mysterious disappearance.
- The policy shall not contain a condition requiring an arrest and conviction.
- Policy must be endorsed to cover Third Party Fidelity and include Poudre School District R-1 as a Loss Payee.

Workers' Compensation and Employers' Liability

If Provider is exempt under the Colorado Workers' Compensation Act, this requirement will be waived if proof a current Workers' Compensation Coverage Rejection is on file with the Colorado Department of Labor and Employment, Division of Worker's Compensation and a copy is submitted to the District.

Minimum Limits

- State of Colorado   Statutory
- Employer's Liability $100,000 Each Accident
                                             $500,000 Disease – Policy Limit
                                             $100,000 Disease – Each Employee
- Waiver of subrogation in favor of Poudre School District R-1.

26. **Indemnification.** The Contractor shall indemnify and hold harmless the District and the District's Board members, employees, representatives and agents from and against any and all liability arising from any suit, action, third party claims, grievance, or proceeding, including all attorneys' fees, costs and expenses, incurred as a result of any negligent or intentional act or omission by Contractor, or its employees, agents, Subcontractors, or assignees related to the terms of this Agreement and any Services provided under this Agreement.

27. **Governmental Immunity.** It is specifically understood and agreed that nothing contained in this Agreement shall be construed as an express or implied waiver by the District of any of the immunities, rights, benefits, protections, or other provisions of the Colorado Constitution or Governmental Immunity Act, C.R.S. §§ 24-10-101 *et seq*, as now or hereafter amended.

28. **General Provisions.**

28.1. **No Assignment.** The Contractor shall not assign this Agreement or any of its rights, interests or obligations under this Agreement without the prior written consent of the District, which consent may not be unreasonably withheld, conditioned or delayed. Notwithstanding the foregoing, Contractor may assign this Agreement to an affiliate or in connection with a reorganization.

28.2. **No Waiver.** The parties agree that no assent or waiver, express or implied, to any breach of any one or more of the covenants of this Agreement shall be construed as or deemed to be an assent to or a waiver of any subsequent breach.

28.3. **Press Contacts/News Releases.** The Contractor shall not initiate any press, media, or social media, contact nor respond to press, media or social media requests regarding this Agreement and/or any related matters concerning the District without giving the District at least 24 hours to review and give written approval for the Contractor's proposed response.

28.4. **Amendment or Modification.** No amendment or modification of this Agreement shall be valid unless set forth in writing and executed by the District and the Contractor through written amendments to the Agreement, in the same manner and with the same formality as was done for this Agreement.

28.5. **Conflict of Terms.** In the event of any conflict of terms found between this Agreement, any incorporated exhibits, any other terms and conditions, end user license agreements or privacy policies, such conflict shall be resolved in the following order of precedence: the terms of this Agreement, Exhibit C, Exhibit, D, Exhibit E, Exhibit B, Exhibit A, the privacy policies, and the end user license agreements.

28.6.   **Survival of Certain Contract Terms.** Notwithstanding anything herein to the contrary, the parties understand and agree that all terms and conditions of this Contract and the exhibits and/or attachments hereto which may require continued performance, compliance, or effect beyond the termination date of the Contract shall survive such termination date and shall be enforceable by the District as provided herein in the event of such failure to perform or to comply by the Contractor.

28.7.   **Governing Law and Venue.** All issues regarding the formation, performance and/or legal enforcement of the Contract shall be governed by and construed in accordance with the laws of the State of Colorado. Venue for the resolution of any disputes arising out of or relating to the Contract shall be in Larimer County, Colorado.

28.8.   **No Third-Party Beneficiary.** Enforcement of the terms and conditions of this Agreement, and all rights of action relating to such enforcement, shall be strictly reserved to the District and the Contractor. Nothing contained in this Agreement shall give or allow any claim or right of action whatsoever by any third person other than the District or the Contractor. It is the express intent of the parties that any third person receiving services or benefits pursuant to this Agreement shall be deemed an incidental beneficiary only.

28.9.   **Binding Arbitration Prohibited.** The District does not agree to binding arbitration by any extra-judicial body or person. Any provision to the contrary is null and void.

28.10.   **Severability Clause**. Should any provision of this Agreement be determined to be void, invalid, unenforceable or illegal for whatever reason, such provision(s) shall be null and void; provided, however, that the remaining provisions of this Agreement shall be unaffected thereby and shall continue to be valid and enforceable.

28.11.   **Attorney Fees and Costs.** In the event it becomes necessary for either party to institute litigation to enforce any provision of this Agreement, the substantially prevailing party in such litigation shall receive, as part of any judgment or award entered, its reasonable attorney fees and costs, including expert witness fees.

28.12.   **Binding Effect.** This Agreement shall be binding upon and inure to the benefit of the parties and their respective heirs, legal representatives, successors and permitted assigns.

28.13.   **Headings.** The headings used in this Agreement are for convenience only and shall have no effect upon the construction or interpretation of this Agreement.

28.14.   **Entire Agreement.** This Agreement constitutes the entire Agreement of the parties regarding the subject matter addressed herein and supersedes all prior Agreements, whether oral or written, pertaining to said subject matter.

28.15.   **Signatures.** This Agreement may be executed and delivered via portable document format (pdf), and the pdf signature of any party shall be considered valid, binding, effective and an original for all purposes. This Agreement may be signed in counterparts, and

each counterpart shall be deemed an original, and all the counterparts taken as a whole shall constitute one and the same instrument.

28.16. **Warranty of Authority.** The individuals signing below represent and warrant that they have the authority to execute this Agreement on behalf of their respective organizations and bind their respective organizations to the terms of this Agreement.

IN WITNESS WHEREOF, the District and the Contractor have signed this Agreement as of the date first set forth above.

ZUM SERVICES, INC.   POUDRE SCHOOL DISTRICT R-1

By: _Ritu Narayan_____   By: _R David Montoya_____
                                                  R David Montoya (May 29, 2024 13:15 MDT)
Name: Ritu Narayan   R. David Montoya
Title: CEO   Chief Finance Officer

                                             By: _jeff connell_____
                                                  jeff connell (May 29, 2024 10:36 MDT)

                                             Jeff Connell
                                             Chief Operations Officer

                                             By: _____
                                                  Bud Hunt (May 29, 2024 11:56 MDT)

                                             Bud Hunt
                                             Chief Technology Officer

Exhibit A

POUDRE SCHOOL DISTRICT R-1

REQUEST FOR PROPOSALS

STUDENT TRANSPORTATION SAFETY REFRESH

RFP #24-680-007

RFP SCHEDULE

RFP Issued	**December 20, 2023**
Questions Due	**January 9, 2023 @ 2:00 PM MT**
RFP Due Date	**January 19, 2023 @ 2:00 PM MT**

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REQUEST FOR PROPOSALS
Student Transportation Safety Refresh

RFP# 24-680-007

Poudre School District R-1 (the "District") is requesting electronic sealed bids from professional and qualified vendors ("Vendor") for bus and vehicle security, GPS tracking, routing, vehicle management, and ridership systems. The goal is to upgrade or replace standing safety and logistical infrastructure to a modern platform offering better features and integrations into other District utilized programs or offering solutions to replace those functions. These services are to meet the District's needs as described in this Request for Proposals ("RFP"). All interested vendors are invited to submit a Bid in accordance with the policies, procedures and dates set forth herein.

The District shall provide copies of this RFP to vendors through the electronic solicitation platform www.bidnetdirect.com ("BidNet") where registered vendors are required to submit their electronic RFP response along with the first and last name, telephone number and e-mail address of the employee within their organization who will be designated as the District's primary contact with respect to this RFP and the vendor's response thereto. The District may provide copies of this RFP to other vendors upon request, who are also requested to provide the first and last name, telephone number and e-mail address of the employee within their organization who will be designated as the District's primary contact with respect to this RFP and their response thereto.

Questions regarding this RFP must be in writing and may only be directed to the District via BidNet any time after the issuance of this RFP through and including **2:00 p.m. MT on January 9, 2023**. Questions received after the date/time and/or not submitted electronically through BidNet may not be addressed.

Each question submitted, as well as the District's response thereto, shall be provided in a questions and answers document/addendum via BidNet.

Note: Each question must be submitted individually. Multiple questions per entry may not be answered.

The District will only accept and consider electronically submitted Bids from vendors, which must be submitted and received in BidNet on or before **2:00 p.m. MST on January 19, 2023**, at which time the submission portal will close and no further submissions will be allowed or considered. It is the sole responsibility of the service provider to see that the bids are submitted through BidNet by the submission deadline.

At no time during the solicitation process will communication regarding this RFP be permitted with any District employee other than the Procurement Agent named below until an award has been announced. Communication with a District employee other than the Procurement Agent named below may disqualify your Bid from consideration.

Sales Prohibited/Conflict of Interest: No officer, employee, or member of the School Board, shall have a financial interest in the sale to the District of any real or personal property, equipment, material, supplies, or services where such officer or employee exercises directly or indirectly any decision-making authority concerning such sale or any supervisory authority over the services to be rendered. This rule also applies to subcontracts with the District.

Soliciting or accepting any gift, gratuity favor, entertainment, kickback, or any items of monetary value from any person who has or is seeking to do business with the District is prohibited.

Collusive or sham proposals: Any proposal deemed to be collusive, or a sham proposal will be rejected and reported to authorities as such. Your authorized signature on this proposal assures that such proposal is genuine and is not a collusive or sham proposal.

The District reserves the right to reject any and all proposals and to waive any irregularities or informalities.

Sincerely,

Kristin Thetford
Purchasing and Contract Manager
Strategic Sourcing Department
kthetford@psdschools.org

1.0   BACKGROUND AND CONTEXT

Poudre School District is looking for a Vendor or Vendors who can deliver a District-wide solution for bus and vehicle security, GPS tracking, routing, vehicle management, and ridership systems. The goal is to upgrade or replace standing safety and logistical infrastructure to a modern platform offering better features and integrations into other District utilized programs or offering solutions to replace those functions.

Poudre School District is a high-performing district, covering more than 1,800 square miles in northern Colorado with diverse school settings. The District's instructional program is centered around District Ends, under the Policy Governance model, developed to support a comprehensive curriculum.

While more than 70% of the District's families choose to send their children to their neighborhood school, the District does support school choice and offers a wide spectrum of educational programs to fit any child's needs. Program options include International Baccalaureate, Core Knowledge, Bilingual/Dual Language Immersion, Hybrid/Online, Expeditionary Learning, Science, Technology, Engineering and Math (STEM) along with extra-curriculars and athletics. The District has two (2) Leadership in Energy and Environmental Design (LEED) certified school buildings and over 30 Energy Star awards and supports operational sustainability in all areas of work.

Our Schools:
- 32 elementary schools
- 10 middle schools
- 4 comprehensive high schools
- 2 combined middle/high schools
- 6 option (100% choice) schools
- 3 alternative high schools
- 5 charter schools
- 1 online school

2.0   PROJECT TECHNICAL REQUIREMENTS AND SPECIFICATIONS

2.1   To be eligible for award, Supplier must:

2.1.1   Register as a supplier on the BidNet System (http://www.RockyMountainBidSystem.com), download this solicitation and all documents associated with it.

2.2   **Security System**

2.2.1   Student Check-in/Check-off picture identifier or event

2.2.2   Stop Arm camera solution options

2.2.3   Full bus camera coverage solution, interior and exterior

2.2.4   Wide Dynamic Range Camera

2.2.5   High-Definition Resolution (1920x1080 or better)

2.2.6   Vibration Reduction requirement

2.2.7   Audio Recording

2.2.8   Vandal resistant housing

2.2.9   Cat6 based wiring (no proprietary cable connections)

2.2.10 SSD/SD onboard data storage

2.2.11 Onboard storage or 30-days of recording at 6-10 hours a day of storage

2.2.12 Settable data deletion timeframes

2.2.13 Hub arrival data transfer to central server storage via District enterprise wireless solutions

2.2.14 LED Driver indicator for real time system health

2.2.15 System Battery Backup to schedule system shutdown up to 1 hour after vehicle power down

2.2.16 Video access via web-based and mobile platform

2.2.17 Real time video access using securable platform with login integrations to MS Active Directory or Azure AD.

2.2.18 Ability to connect to both system owned and 3rd party cellular data solutions.

2.2.19 Ability to integrate into Video Insight camera management solution preferred.

2.2.20 Smaller fleet GPS and drivability tracking systems, Dashcam, rear option

2.3   **Ridership**

2.3.1   Routing for non-student bearing legs of a route needs to be generated starting and ending with the bus terminal.

2.3.2   Routing can be modified on the fly, remotely from dispatch

2.3.3   Data integrations to Synergy SIS and ChildPlus SIS

2.3.4   Parent verification/signoff for specified at pickup and drop off

2.3.5   Health condition and safety permission alerts. Custodial alerts at student expected drop off locations

2.3.6   Time/Date/Location for bus.

2.3.7   IOS/Android OS App for interface with parents.

2.3.8   Integration to Synergy SIS for parent login and connection to student/parents.

2.3.9   Geofenced notification to parents when bus enters a set GPS range to their stop.

2.3.10 One way communication to dispatchers to definable scope of parents in real time.

2.3.11 Information on a parent's specific student for check-on and check-off

2.3.12 Login and parent account permissions linked to either Azure AD or Active Directory for staff users.

2.3.13 No Go routing restrictions to systemically avoid prespecified roads

2.3.14 Integration into Bus Planner routing system

2.3.15 District based parental account support

2.4   **Pre-Trip/Post-Trip**

2.4.1   Checkpoint QR or Prox/RFID scanning.

2.4.2   API integrational options to RTA and/or other common ticketing/shop management solutions.

2.4.3   Archivable record keeping with 5 years of durability.

2.4.4   SSO user management integration to Microsoft Active Directory or Azure AD.

2.4.5   Timestamp of individual checkpoints and account completing the inspection.

2.4.6   Photo taking and upload for data delivery to ticketing solution.

2.4.7   Integrational options to FuelMaster

2.4.8   All submissions are time stamped and include SSO signed on user.

2.4.9   Pre and Post trip submissions automatically generate shop tickets

2.4.10   Past vehicle logs are held locally on the vehicle device for 7 days and can be pulled historically via cellular access.

2.4.11   Tablet needs to be mobile from the vehicle bound docking solution.

3.0   **ADDITIONAL DELIVERABLES**

3.1   Wiring schematics for all installation situations

3.2   Part numbers and locational inventory for all hardware installed

3.3   Warranty Information

3.4   Support Pathways

3.5   Data Usage Disclosure – PII Compliance for Colorado State Standards

3.6   Installation schedule 8:00-17:00 MDT

4.0   **MINIMUM VENDOR QUALIFICATION REQUIREMENTS**

4.1   Vendors must provide a sample 90-day implementation plan that addresses the following:

4.1.1   Timelines/milestones

4.1.2   Custom set-up

4.1.3   Onboarding

4.1.4   Data migration

4.1.4.1   Stop-time history, scan history for student ridership, historical pre/post trip data, other data identified as needed.

4.1.5   Training for backend and frontend users.

4.1.6   Pricing, if applicable, for services such as data migration, training, etc.

4.2   Vendors shall comply with and the services provided under this RFP shall be in compliance with all applicable provisions of §§24-85-101, *et seq.*, C.R.S., and

the *Accessibility Standards for Individuals with a Disability,* as established by the State of Colorado's Governor's Office of Information Technology pursuant to Section §24-85-103 (2.5), C.R.S. Vendors shall also comply with all State of Colorado technology standards related to technology accessibility and with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.

4.2.1   Vendors shall ensure compliance by providing a Voluntary Product Accessibility Template (VPAT) using the current template available here: https://www.section508.gov/sell/vpat/

4.3   **<u>Sales Representative.</u>** Vendor shall provide contact information for a dedicated sales representative ("Sales Representative"), including office phone number, cell phone number, email, and a general customer service after-hours contact.

4.3.1   The Vendor shall additionally provide the names of the Sales Representative's manager and regional representative for escalation of issues.

4.3.1.1   Vendor shall provide emergency contact information in the event of an emergency situation at one of the schools/sites.

4.3.2   Sales Representative shall maintain a response time not to exceed two (2) hours.

4.3.3   Excluding the weekends, Sales Representative shall provide a secondary direct contact when out of the office for more than twenty-four (24) hours.

4.3.4   District reserves the right to request a change in Sales Representative.

4.3.5   The Sales Representative will meet at a minimum, on a quarterly basis, with the designated Project Manager and any other identified District representatives, to review spend, questions or concerns, recommendations to the District, training opportunities, and any other necessary topics.

4.3.6   The Sales Representative shall provide the following Services and any others as needed throughout the term of the agreement, and any extensions:

4.3.6.1   Handle all District concerns or inquiries about any products or Services.

4.3.6.2   Resolve any identified issues within twenty-four (24) hours, and if approved by the District designated Project Manager in writing, no more than forty-eight (48) hours from the time of the District notice.

4.3.6.3   Coordinate the distribution of reports to the District designated Project Manager and any other identified District representatives.

4.3.6.4   Research and resolve any questions and issues regarding invoicing and billing.

5.0   COST PROPOSAL

5.1   All pricing in response to this RFP should be firm. The District will not be responsible for increased pricing not quoted in the RFP response.

5.2   Provide pricing for all software and licensing that may be necessary.

5.3   Provide pricing (initial and ongoing) for all available maintenance and support options.

5.4   Provide pricing for any proposed training.

5.5   Provide estimated delivery time for all proposed hardware.

5.6   Provide E-Rate Service Provider Identification Number (SPIN). Not having a SPIN will not disqualify a Vendor from consideration.

6.0   SUBMITTAL REQUIREMENTS

As set forth in more detail below, the District is requiring the following information from all potential Vendors as part of their response as it relates to the content of this RFP:

6.1   Vendors must describe how they will address the specifications and requirements as outlined in Sections 2.0 and 3.0.

6.2   Vendors must meet minimum vendor qualification requirements as outlined in Section 4.0.

6.3   Vendors must provide all pricing elements as outlined in Section 5.0.

6.4   All Vendors must fill out and submit the included Reference form in Section 13.0, highlighting any K-12 experience.

6.5   All Vendors must sign and submit the Bid Certification Form in Section 14.0

7.0 EVALUATIONS AND AWARD OF CONTRACT

7.1   Vendor responses to this RFP shall be evaluated on ability to meet the scope and specification, minimum qualifications, and submittal requirements as set forth in this RFP.

7.2   The evaluation committee will score submissions using the criteria that follows:

Evaluation Criteria	Max Score
1. **Alignment to specifications listed for the potential solution area/s outlined in Section 2.0**	20
2. **Customer support and response options**	15
3. **Maintenance, support, and technical requirements**	15
4. **Implementation plan**	10
5. **System design, integrations, features, and functionality**	10
6. **Cost and licensing**	25
7. **Compliance to accessibility standards and Colorado PII complaint**	5
Total Score	**100**

7.3   During the evaluation process, the District reserves the right, where it may serve the District's best interest, to request additional information, or clarifications from bidders, or to allow corrections of errors or omissions. Amendments or clarifications to submitted response not requested by the District will not be accepted, nor considered following the opening of the response.

7.4   Responses to this solicitation will be independently evaluated by an evaluation committee to be established for such purpose.

7.5   Responses submitted will be evaluated using pre-determined rating criteria. Those responses that are clearly non-responsive to the stated requirements may be eliminated prior to the evaluation. Prior to response submission, bidders are

encouraged to review the requirements stated in this solicitation document and BidNet for any related addenda to ensure requirements are incorporated in their responses.

7.6   The District reserves the right to request additional information, negotiate, award, or negotiate an agreement further with one or more Vendor.

7.7   Should the District determine in its sole discretion that only one Vendor is fully qualified or that one Vendor is clearly more highly qualified than the others under consideration, an agreement may be negotiated and awarded to that Vendor.

7.8   For the purposes of solicitation evaluation, bidders must indicate any variances to the specifications and terms and conditions, no matter how slight. If variations are not stated in the bidder's response, it shall be construed that the proposal fully complies with the specifications and terms and conditions. Notwithstanding the above, it is hereby agreed and understood that the District reserves the right to reject these variations if they individually or, as a whole, do not meet the standards established in the specifications.

7.9   Modification to this document, exhibits or addenda will be considered invalid will not accepted in any format by the District, and may be cause for disqualification. Proposed modifications may be submitted through BidNet with the submission of a Bid response. Proposed modifications are not considered as accepted unless formally accepted in writing by the procurement agent prior to the intent to award. Submission of a modification, and an intent to award from a solicitation shall not be considered in any way, an acceptance of any proposed modifications by the Vendor.

7.10   Award of contract shall be made to the responsive and responsible Vendor meeting the specifications and as deemed to be in the best interests of the District. Interviews may be requested with one or more respondents. Final evaluation may be based on, but not limited to, any or all of the following: price, adherence to specifications, performance, previous experience with similar projects, references, product availability and delivery time. Those Bids that are clearly non-responsive to the stated requirements may be eliminated prior to this evaluation.

7.11   This solicitation, or submitted agreement from Vendor, does not commit the District to award a contract or to pay any costs incurred in the preparation of a proposal or to procure a contract for the services. The District reserves the right to accept or reject any or all proposals received as a result of this request or to cancel in part or in its entirety this solicitation if it is deemed to be in the best interest of the District. The District reserves the right to accept any portion of the proposal, or the entire proposal, as deemed in the best interest of the District.

8.0   **SUBMISSION OF BID**

8.1   By signature of the Bid Certification Form, contained within this RFP, and accepted submission through BidNet to this solicitation, the Vendor certifies that submission of this RFP is made without any previous understanding, agreement, or connection either with any persons, firms or corporations offering an RFP for the same items or with the District.

8.2   Bid responses shall contain a signature of an authorized representative in the space provided on the Bid Certification Form.

8.3   The Vendor through submission of the Bid Certification Form certifies that this solicitation is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action.

8.4   Submission of a bid response is deemed as acceptance of all terms, conditions and specifications contained in the solicitation package initially provided to the Vendor.

8.5   It shall be the sole responsibility of the Vendor to ensure their Bid is submitted through BidNet by the submission deadline. Late responses will not be accepted.

9.0   **GENERAL TERMS AND CONDITIONS**

9.1   Information and materials submitted in response to this solicitation may be considered public records subject to disclosure under the Colorado Open Records Act ("CORA"), C.R.S. §§ 24-72-200.1 to -205.5. Information and materials that the vendor believes are confidential and not subject to disclosure under CORA must be submitted separately with a citation to the section of CORA and any other relevant law under which the vendor believes they are confidential. The District, not vendor, shall determine whether information and materials so identified will be withheld as confidential, but will inform the vendor in advance of disclosure to give it an opportunity to take legal action to protect its interests vis-à-vis the party making the CORA request.

9.2   The District is a political subdivision of the State of Colorado and considered a governmental entity for tax classification purposes. The District is exempt from city, county, and state sales tax. The District's state tax exempt number is 98-03335 and the District's Federal Tax Identification Number (TIN) is 84-6013733.

9.3   Each Vendor, its employees, representatives, and subcontractors agree to abide by all applicable Federal, State and Local codes, laws, rules, and regulations.

9.4   All issues regarding the formation, performance and/or legal enforcement of the contract shall be governed by and construed in accordance with the laws of the State of Colorado. Venue for the resolution of any disputes arising out of or relating to the contract shall be in Larimer County, Colorado.

9.5   The District shall issue a written addendum if substantial changes, which impact the technical submission of Bids, are required. A copy of such addenda will be distributed via BidNet. In the event of conflict with the original contract documents, addenda shall govern all other contract documents to the extent specified. Subsequent addenda shall govern over prior addenda only to the extent specified.

      9.5.1   The Vendor shall be solely responsible for confirming receipt of all addenda prior to Bid submittal.

      9.5.2   Amendments or clarifications to the submitted bids not requested by the District evaluation committee will not be accepted, nor considered in awarding of the contract.

9.6   The District confirms and the Vendor agrees that there is no expressed or implied obligation for the District to reimburse Vendors for any expenses incurred in preparing the Vendor's response to this RFP.

9.7   This solicitation does not commit the District to select or contract with any bidder that provides a response, or to pay any costs incurred by bidders in responding to the solicitation or negotiating a contract.

9.8   The District reserves the right to reject any and all responses to this solicitation at any point in the process, to waive any irregularities and/or informalities with respect to the solicitation procedures and deadlines, and to select the bidder whose response it deems in its sole discretion to be in the best interest of the District.

9.9   Vendor must provide all requested information. Failure to do so may result in rejection of the response at the option of the District.

9.10   Bid responses must meet or exceed specifications contained in the solicitation document.

9.11   Vendor agrees to furnish the products or services covered as a result of this solicitation in strict accordance with the District's specifications.

9.12   All information and supplemental documentation required in conjunction with this solicitation shall be furnished by the Vendor with their bid responses. If the Vendor fails to supply any required information or documents, their bid response may be considered non-responsive and ineligible for award.

9.13   The accuracy of the bid responses is the sole responsibility of the Vendor. No changes in the bid response shall be allowed after the submission deadline, except when the Vendor can show clear and convincing evidence that an unintentional factual mistake was made, including the nature of the mistake and the price actually intended.

9.14   The apparent silence or omissions within this solicitation regarding a detailed description of the materials and services to be provided shall be interpreted to mean that only the best commercial practices are to prevail and that only materials and workmanship of first quality are to be used.

9.15   The award of this solicitation to a selected bidder is contingent upon the execution of a mutually acceptable agreement. If a mutually acceptable agreement is not executed, the District reserves the right, at its sole discretion, to negotiate with a subsequent bidder(s) who submitted a responsive and responsible response to this solicitation per the specified terms herein.

9.16   The District may, at its sole and absolute discretion:

    9.16.1 Reject any and all or parts of any or all bid responses submitted by prospective Vendors;

    9.16.2 Re-advertise this solicitation;

    9.16.3 Postpone or cancel the solicitation process for this solicitation;

    9.16.4 Waive any irregularities or technicalities that are not qualified as a requirement for responsiveness in this solicitation or in bid responses received in conjunction with this solicitation; and/or

    9.16.5 Determine the criteria and process whereby bid responses are evaluated and awarded.

9.17   The District shall be the sole judge in determining equals in regard to quality, price and performance.

9.18   Vendor shall provide the services under this RFP as an independent contractor of the District. As such, Vendor shall have the right to determine how and by whom the Services will be provided and the right to provide the Services free from the direction and control of the District, subject to and consistent with the terms and conditions of a District issued purchase order or agreement.

    9.18.1 Vendor shall be exclusively responsible for: (a) all compensation, employment tax withholdings and payments, and all fringe benefits for its employees (if any) in full compliance with all applicable federal, state and local laws; (b) all insurance coverages and benefits for its employees (if any) in full compliance with all applicable federal, state and local laws, including but not limited to pension or retirement benefits, workers' compensation, unemployment compensation, and Social Security benefits; and (c) all payments to its contractors and subcontractors for goods and/or services directly or indirectly related to this RFP.

9.18.2 Nothing in this Solicitation shall be construed as creating a single enterprise, partnership, joint venture or employer-employee relationship between Vendor and the District. Vendor is not a partner, agent or representative of the District and shall not represent itself to be a partner, agent or representative of the District. The District is not a partner, agent or representative of Vendor and shall not represent itself to be a partner, agent or representative of Vendor.

9.18.3 Vendor shall not attempt or purport to extend the faith and credit of the District to any third party, person or entity. Vendor acknowledges and agrees that it has no authority to enter into any contract with a third party that would bind or in any way obligate the District. The District shall not attempt or purport to extend the faith and credit of Vendor to any third party, person or entity. The District acknowledges and agrees that it has no authority to enter into any contract with a third party that would bind or in any way obligate Vendor.

9.19 The Vendor shall not assign an agreement, as a result of this solicitation, or any of its rights, interests or obligations without the prior written consent of the District. The consent may be withheld for any reason or no reason as determined by the District in its sole discretion.

9.20 It is agreed that no otherwise qualified vendor shall be excluded from participating in, be denied the benefits of, or be subject to discrimination, including harassment, under any provision of this RFP on the basis of race; creed; color; national origin; age; sex; pregnancy; physical recovery from childbirth or a related condition; sexual orientation; marital status; veteran status; religion; genetic information; gender expression; gender identity; ancestry; or disability.

9.21 Vendors may offer a cash discount for prompt payment; however, such discounts shall not be considered in determining the lowest net cost for the Bid evaluation purposes.

9.22 **Invoicing.** The District utilizes an online vendor portal to collect, validate, and manage vendor information, including but not limited to tax identification verification, sanction monitoring, receipt of W9 and other required forms. Prior to the issuance of a purchase order or payment, the Contractor will be required to complete the online registration process through the online vendor portal, which shall include the Contractor providing all required documentation, and receiving approval of the submission of all documentation, including but not limited to, taxpayer identification number and bank account verification.

9.22.1 Invoices for Services provided shall be submitted directly to the District's accounts payable department within thirty (30) days of completion of Services. Invoices for such Services shall include (a) date on which

Services were provided, (b) the District Location for which the Service were provided, (c) details of Products delivered, (d) and purchase order number. All invoices must be submitted within 30 days of fiscal year end June 30 and may not include items received by the District outside of the fiscal year July 1 – June 30.

9.22.2 Invoices received from the Contractor pursuant to this Agreement will be reviewed and approved by the District's representative, indicating that services have been rendered in conformity with the Agreement and then will be sent to the Finance Department for payment. Payment for Services not approved by the District in writing, shall not be considered valid and the District will not be responsible for covering associated costs. Invoices will generally be paid within thirty (30) days following the District representative's approval.

9.22.3 Invoices which do not conform with the agreement will be paid thirty (30) days from receipt of a revised and corrected invoice.

9.22.4 Invoices shall be sent to ap@psdschools.org.

9.22.5 The District is a political subdivision of the State of Colorado and considered a governmental entity for tax classification purposes. The District is exempt from city, county, and state sales tax. The District's state tax exempt number is 98-03335 and the District's Federal Tax Identification Number (TIN) is 84-6013733.

9.22.6 If the contract results in the right to use an asset, the Contractor shall provide the District, if requested, documentation necessary to facilitate the District's compliance with the Governmental Accounting Standards Board ("GASB") issued GASB Statement No. 87, Leases.

9.23 Contingent upon complete execution of a successfully negotiated agreement between the District and the service provider and continue in full force and effect through the date of the executed agreement and including July 31, 2024, unless earlier terminated by the District.

9.23.1 At the option of the District, any awarded contract may be extended beyond the first term for up to four (4) additional one-year terms, upon a written mutually agreed upon amendment for each one-year term.

9.23.2 Notwithstanding any other term or provision of this RFP, the District's obligations hereunder are expressly subject to its budgeting and appropriation of sufficient funds for each fiscal year (July 1 - June 30) an agreement is in effect. In no event shall the District's obligations in an

agreement constitute a multiple-fiscal year direct or indirect debt or other financial obligation under Article X, Section 20(4)(b) of the Colorado Constitution.

10.0 <u>**INSURANCE REQUIREMENTS**</u>

10.1 Vendor shall procure and maintain the required insurance specified below for the duration of this Agreement, which insurance shall be written for not less than the amounts specified or greater if required by law. The District's receipt of a Certificate of Insurance from the Vendor with limits and or coverages that do not meet the requirements does not waive the requirements and the Vendor shall still be responsible for the limits and coverages stated in this Agreement. Specified coverages and amounts may be provided by a combination of a primary policy plus an umbrella or following form excess policy. All insurance shall be with a carrier licensed in the state of Colorado and shall have a minimum A.M. Best rating of A- VII. Vendor shall furnish the District's Director of Records and Risk Management with certificates of the required insurance prior to the District's approval and signing of this Agreement, and with renewal certificates prior to the expiration of any required insurance that expires during the term of this Agreement. Memorandums of Insurance will not be accepted. Certificates of Insurance and all communication regarding insurance shall be sent to:

Poudre School District
Attention: Risk Management
2407 Laporte Ave
Ft. Collins, CO 80521
Email Certificate to: COI@psdschools.org

Any insurance and/or self-insurance carried by the District is excess of the coverage extended to the District by Vendor. Vendor shall provide at least thirty (30) days' advance written notice to the District prior to cancellation, change of coverage, or non-renewal. The insurance requirements specified in this section 6.1 shall not reduce the indemnification liability that Vendor has assumed herein.

Commercial General Liability

<u>Minimum Limits</u>

- Each Occurrence Bodily Injury & Property Damage $1,000,000
- General Aggregate $2,000,000
- Products/Completed Operations Aggregate $2,000,000
- Personal/Advertising Injury $2,000,000
- Product Recall Expense $500,000
- Coverage must be written on an "occurrence" basis.

- Poudre School District R-1 and its elected officials, employees, agents, and volunteers shall be named as an additional insured or covered as an additional insured by way of a blanket endorsement and shall be insured to the full limits of liability purchased by the Vendor even if those limits of liability are in excess of those required by this Agreement.

Professional Liability

Minimum Limits

a. Each Occurrence or Wrongful Act Limit $1,000,000
b. Annual Aggregate Limit $3,000,000
c. In the event that the Professional Liability insurance required by this Agreement is written on a claims-made basis Provider warrants that any retroactive date under the policy shall precede the effective date of this Agreement and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of three (3) years beginning at the time work under this Agreement is completed.
d. Provider must provide evidence of the extended reporting period coverage at the end of the project and before all final payments to the Provider is made.

Technology Errors and Omissions Liability (Professional Liability, including Network Security and Privacy Liability)

Minimum Limits

- Per Loss $1,000,000
- Aggregate $3,000,000
- Liability extends for a period of three (3) years beginning at the time work under this Agreement is completed. Provider shall maintain continuous coverage, as required by the Agreement, for this period.

The insurance shall provide coverage for:

- Liability arising from theft, dissemination and/or use of confidential information (defined term including but not limited to bank account, credit card account, personal information such as name, address, social security numbers, etc. information) stored or transmitted in electronic form.
- Network Security Liability arising from the unauthorized access to, use of or tampering with computer systems including hacker attacks, inability of an authorized third party to gain access to Provider's services including denial of service, unless caused by a mechanical or electrical failure.
- Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a District or third person's computer, computer system,

network, or similar computer related property and the data, software, and programs thereon.

Crime Coverage (for Agreements allowing privileged access to network systems, valuable property, or sensitive data)

Minimum Limits

Per Loss $1,000,000
The policy shall include:
- Coverage for all directors, officers, agents, and employees of the Supplier.
- Employee dishonesty, forgery and alteration, monies and securities, and computer (cyber) crime.
- Extended theft and mysterious disappearance.
- The policy shall not contain a condition requiring an arrest and conviction.
- Policy must be endorsed to cover Third Party Fidelity and include Poudre School District R-1 as a Loss Payee.

Workers' Compensation and Employers' Liability

If Provider is exempt under the Colorado Workers' Compensation Act, this requirement will be waived if proof a current Workers' Compensation Coverage Rejection is on file with the Colorado Department of Labor and Employment, Division of Worker's Compensation and a copy is submitted to the District.

Minimum Limits

- State of Colorado   Statutory
- Employer's Liability $100,000 Each Accident
                                             $500,000 Disease – Policy Limit
                                             $100,000 Disease – Each Employee
- Waiver of subrogation in favor of Poudre School District R-1.

The Vendor shall indemnify and hold harmless the District and the District's Board members, employees, representatives and agents from and against any and all liability arising from any suit, action, third party claims, grievance, or proceeding, including all attorneys' fees, costs and expenses, incurred as a result of any negligent or intentional act or omission by Vendor, or its employees, agents, Subcontractors, or assignees related to the terms of this Agreement and any Services provided under this Agreement.

10.2   It is specifically understood and agreed that nothing contained in this Agreement shall be construed as an express or implied waiver by the District of any of the immunities, rights, benefits, protections, or other provisions of the Colorado Constitution or Governmental Immunity Act, C.R.S. §§ 24-10-101 *et seq*, as now or hereafter amended.

11.0 **COOPERATIVE PURCHASING EFFORTS**

The District is a member of, or affiliated with, several regional professional procurement organizations within Colorado and Wyoming. These organizations are comprised of governmental purchasing agents, or agency representatives responsible for the purchasing function. These organizations include:

11.1.1 Colorado Educational Purchasing Council (CEPC) - A cooperative purchasing organization comprised of purchasing agents/buyers representing all Colorado public school districts.

11.1.2 Multiple Assembly of Procurement Officials (MAPO) - A cooperative purchasing organization comprised of procurement representatives from state, county, municipal, governments, special districts, or school districts along the front range of the Rocky Mountains in Colorado.

11.1.3 Rocky Mountain Governmental Purchasing Association (RMGPA) - A chapter member of the National Institute of Governmental Purchasing (NIGP), consisting of public procurement professionals and their representative agencies which include approximately 100 state, county, and municipal governments; school districts and higher education; and other special districts.

11.1.4 Members of these organizations, at their discretion, may request use of the contracts or awards that result from this solicitation. Each governmental entity which uses a contract resulting from this solicitation would establish its own contract, issue its own orders, schedule deliveries, be invoiced individually, make its own payments, and issue its own exemption certificates as required by the Vendor. It is understood and agreed that the Poudre School District R-1 is not a legally binding party to any contractual agreement made between another governmental entity and the Vendor as a result of this solicitation. The District shall not be liable for any costs or damages incurred by any other entity. Usage by any other entity shall not have a negative impact on the District in the current term or in any future terms.

12.0   **REFERENCES**

References – List three (3) references for which your company has completed similar services for projects of similar scope. Colorado K-12 public school references are preferred, if available.

13.1   Company Name _____

Address   _____

Contact Person   _____

Telephone   _____

Email   _____

Describe type of work/service performed or items supplied _____

_____

13.2   Company Name _____

Address   _____

Contact Person   _____

Telephone   _____

Email   _____

Describe type of work/service performed or items supplied _____

_____

13.3   Company Name _____

Address   _____

Contact Person   _____

Telephone   _____

Email   _____

Describe type of work/service performed or items supplied _____

_____

13.0   **BID CERTIFICATION FORM**
<div align="center">

STUDENT TRANSPORTATION SAFETY REFRESH

RFP #24-680-007
</div>

The District will only accept and consider electronically submitted proposals from Vendors, which must be submitted and received in the <u>www.bidnetdirect.com</u> **electronic solicitation portal on or before January 19, 2023, 2:00 p.m. MT.**

The undersigned hereby affirms that:
- Vendor is a duly authorized agent of the company issuing this Bid and that all information provided in the Bid is true and accurate.
- Vendor has read the conditions and technical specifications, which were made available to the company in conjunction with this RFP, and fully understands and accepts these terms unless specific variations have been expressly listed in the Bid.
- Vendor will adhere to all terms and conditions and provide, at a minimum, all services as expressed in the RFP and/or the company's Bid responding to the RFP.
- Vendor meets or exceeds all of the required criteria as specified by this RFP, or if not, has submitted a Justification for Consideration addressing any failure to meet the criteria.
- Vendor's Bid is being offered independently of any other Vendor and in full compliance with the terms specified in the RFP.
- Vendor will accept any awards made to it, as a result of this RFP for a minimum of ninety (90) calendar days following the date and time of the RFP closing.

Company Name:_____

Signature of Agent: _____

Printed Name:_____

Title:_____

E-mail address:_____

Mailing address:_____

Phone Number:_____

Contact Person:_____
(If different from Agent – include e-mail address and phone number)

NOTE: Bids submitted without the signature of an authorized agent of the company may be considered non-responsive and ineligible for the award.

Exhibit B

Hi Poudre School District,
We're Zūm!

Route: **724-2**
12 students • 6 stops
On time
ETA **8:43 AM**

Route: **1502-3**
47 students • 4 stops
On time
ETA **8:32 AM**

Picked up

Optimizing 473 routes
82%

Wellington
Ted's Place
Arapaho & Roosevelt National Forest...
Fort Collins
Severanc
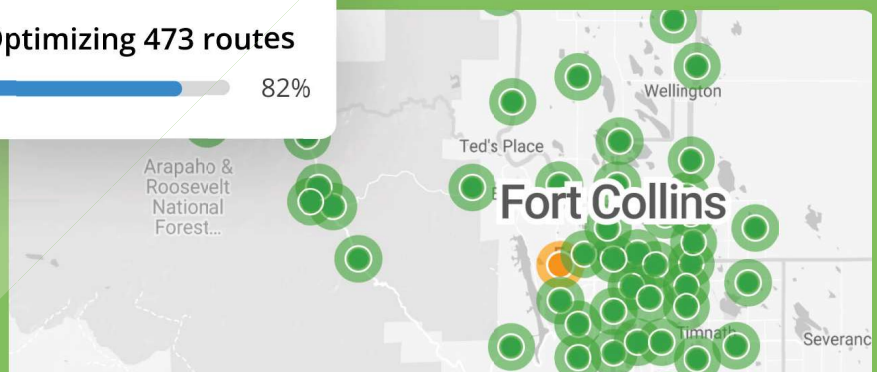
Accelerate your digital transformation with our modern, integrated transportation solution

The modern solution Poudre deserves.

Greater transparency via our technology-led approach

Enhanced safety

Reliable and consistent outcomes with measurable impact

Table of Contents

Compliance

Evaluation Criteria	Location in Proposal
Alignment to specifications listed for the potential solution area/s outlined in Section 2.0	Tab 2 – Project Technical Requirements & Specifications Tab 5 - Background & Experience of Company and Project Team
Customer support and response options	Tab 2, Section 2.5.2 Support Pathways and Section 3.3 Sales Representative
Maintenance, support, and technical requirements	Tab 2 – Project Technical Requirements & Specifications Tab 3 – Minimum Vendor Qualification Requirements (RFP 4.0)
Implementation plan	Tab 3 – Section 3.1 Implementation Plan
System design, integrations, features, and functionality	Tab 2 – Project Technical Requirements & Specifications
Cost and licensing	Tab 4 - Pricing Elements
Compliance to accessibility standards and Colorado PII complaint	Tab 3 – Section 3.2 Compliance with Applicable Provisions Appendix B - Additional Documents (VPAT)

Cover Letter

January 26, 2024

Kristin Thetford, Purchasing and Contract Manager
Strategic Sourcing Department
Poudre School District
2407 LaPorte Avenue
Fort Collins, CO 80521-2297

RE: RFP #24-680-007 – Student Transportation Safety Refresh

Dear Ms. Thetford,

In RFP #24-680-007, Poudre School District ("PSD" or "the District") seeks to upgrade its current student transportation safety and technology infrastructure – including bus and vehicle security, GPS tracking, routing, vehicle management, and ridership systems – to a modern platform offering better features and integrations. To help the District exceed its goals, Zūm Services, Inc. proposes our purposely designed, cloud-based technology platform to seamlessly meet PSD's full scope in one cohesive, comprehensive solution.

Recognizing the PSD Transportation Department's commitment to elevating student ridership and ensuring utmost safety, we present our advanced, comprehensive student transportation safety and technology solution. This solution is meticulously designed to align with your goals, offering an industry-leading platform that promises unparalleled transparency, reliability, and safety, while also prioritizing sustainability. It is crafted to not only enhance but also revolutionize the District's student transportation services, equipping your staff, students, and families with tools and technologies that are at the forefront of the industry. Our offering includes a suite of integrated components specifically tailored to upgrade and support the diverse needs of your transportation system.

- Hardware
  - Cloud-connected camera technology including exterior cameras, interior cameras, and stop arm cameras
  - DVR and storage devices
  - GPS
  - Driver tablets
  - RFID cards and readers for student tracking
- Software
  - Optimized routing technology with proprietary AI/ML routing algorithms
  - Tracking and tracing through GPS for white fleet
  - Student ridership tracking
  - Parent App
  - Driver App
  - Fleet management and fleet telematics
  - Driver management (time, attendance, substitutions)

- Services
  - Implementation and integration with District systems, as needed
  - Installation
  - Training
  - Ongoing support

Zūm was founded with a clear mission: to modernize student transportation. Distinguishing ourselves from conventional transportation software providers, we specialize in managing and operating transportation networks tailored for school districts around the country. Our approach has led to the creation of an advanced technology platform, meticulously designed to meet the everyday challenges encountered in student transportation. This is not just a product of innovation but of active engagement with every stakeholder in a district's transportation system. Such engagement has equipped us with unparalleled expertise, enabling us to develop solutions that truly address the core challenges faced by school districts.

Our relationship with each district partner is a long-term commitment. At Zūm, we focus on building enduring partnerships, dedicated to ensuring success and delivering impactful results. We strive to provide an exceptional experience for everyone involved – districts, administrators, students, and the wider community. Zūm is committed to helping PSD meet your goals by delivering a turnkey solution specifically designed for K-12 student transportation, crafted by a team that combines cutting-edge technological expertise with deep operational knowledge.

Choosing Zūm means partnering with a team that is ready to be deeply invested in the success and well-being of the PSD community. While we have not had the privilege of working with PSD previously, we bring a fresh perspective combined with a proven track record in student transportation services. Our approach is to fully immerse ourselves in understanding and meeting the unique needs of each district we serve. We are enthusiastic about the opportunity to extend our commitment to PSD's students, families, drivers, school and district staff, and the broader community. Our role is not just as a service provider, but as a dedicated partner, eager to engage actively in delivering the services outlined in this RFP. With our comprehensive resources and commitment, Zūm is fully prepared to support PSD in implementing this strategic initiative, ensuring a future where student transportation is safer, more efficient, and perfectly aligned with your district's specific needs.

We acknowledge receipt of Addenda 1 and 2, dated January 18 and January 19, 2024, respectively.

We welcome an opportunity to demonstrate and present our solution for the evaluation committee. We look forward to working with you during the procurement process.

Sincerely,

Dedicated Sales Representative for PSD:
Thomas Osmun, Director of Partnerships
tosmun@ridezum.com
(615) 474 – 0751

Ritu Narayan, CEO

Executive
1. Summary

Why should PSD choose Zūm?

Zūm

1. Executive Summary

"Our mission statement is, 'Educate…Every Child, Every Day,' but we're more than that. We are here for every child, every day. We move beyond academics to ensure our students have the resources they need to thrive academically, socially, emotionally, and physically."[1]

- Poudre School District ("PSD" or "the District")

Zūm Services Inc. shares this holistic, student-centric vision of success and extends its support to every layer of the Poudre School District's ecosystem, including its administrators, educators, drivers, students, and their families.

Zūm stands ready to augment the District's efforts in delivering secure, punctual, and cost-efficient transport solutions. Our state-of-the-art, user-friendly platform is designed to elevate the safety and efficiency of student transportation services, aligning with the PSD's commitment to exceptional service and safety standards.

Zūm is the ideal partner for the PSD in this endeavor. Our commitment extends beyond the students to encompass their families, drivers, school personnel, district staff, and the wider community. Our experienced U.S.-based leadership team, with active members operating in states across the entire US.

We have been recognized nationwide, including as one of CNBC's Top 50 Disruptors and three times as a World Changing Idea. Zūm's integrated student transportation technology platform has been rigorously tested and successfully implemented in school districts across the U.S. to manage, monitor, and optimize more than 7.8 million student rides with over 15 million miles of drive time. This excellence is reflected in our impressive average Parent Rating of 4.94 out of 5 Stars from over 280,000 ratings in our partnering districts.

Our commitment to PSD is unwavering, ensuring the District's legacy of safety and service excellence continues to thrive both now and in the future.

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[1] https://www.the Districtschools.org/your-district/about-PSD

Why Zūm?

Partnering with Zūm and adopting our technology offering is ideally suited to the District for five compelling reasons that elevate us above alternative software providers:

- We deeply understand the District's unique challenges.
- We offer unparalleled functionality on a single, integrated platform.
- We use our software to power our own complex transportation operations.
- We embrace technology with agility and a propensity to innovate.
- Our diverse, qualified, and experienced team will function as a true partner to the District.
- We are leaders in sustainable student transportation.
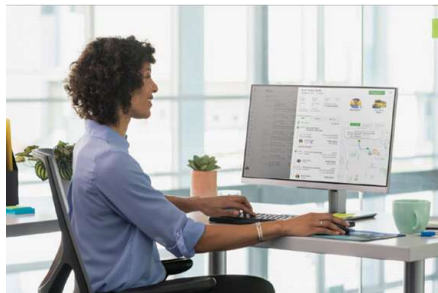
1.   We deeply understand PSD's unique challenges.

District decision makers need actionable data and insights to drive accurate decisions. Our solution captures, validates, and presents data and insights in a timely, accessible, and actionable format. The significant opportunity for optimization provides potential to improve reliability, user experience, and safety. As an experienced and effective technology provider, Zūm delivers these outcomes effectively.

Zūm's industry-leading technology platform and our culture of relentless focus on the user experience makes us the ideal choice to support the PSD with this initiative. We built Zūm with a singular mission to "modernize student transportation." Our user-friendly and intuitive technology allows for designing optimized routes and travel times for each student; communicating accurate bus ETAs to each family; and ensuring families, school sites, and District personnel have the data they need to achieve both efficiency and peace of mind. Our solution delivers this unprecedented transparency and a data-driven approach through access to real-time performance, ridership, safety, and other relevant data in easy-to-understand dashboards.

Our comprehensive, proven solution will address the District's challenges by:

- **Incorporating proven best practices** developed in our own transportation programs to review and update policies, procedures, and routes to maximize fleet utilization.
- **Implementing a systematic approach** to creating and updating safe, efficient, and cost-effective routes.
- **Reducing transportation costs** by optimizing routes, efficiency, and performance.
- **Tracking student ridership** throughout the school year to maximize ridership and optimize routes.
- **Create reports for decision makers** to track the per pupil and per bus/van vehicle costs and monitor data for opportunities to improve performance and reduce costs.
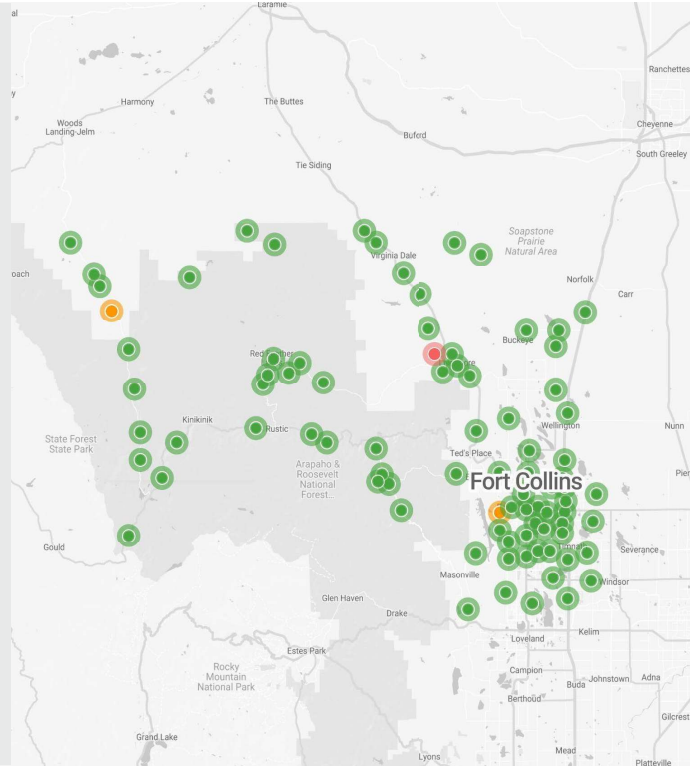
2. We offer unparalleled functionality on a single platform.

We are proud to offer industry-first solutions to PSD that revolutionize complex, end-to-end transportation processes. The unique capabilities of our platform support the variety of the District's use cases – through a single, cohesive solution.

We designed the comprehensive Zūm platform to modernize student transportation. We built features and functionality explicitly to help school districts manage transportation effortlessly. We prioritize safety on our platform, implementing custom-built features and integrating vetted, state-of-the-art hardware solutions to ensure comprehensive student safety.

Our cloud-based platform meets all required technical specifications. We built the system as a SaaS solution on the Amazon Web Services (AWS) cloud and incorporated advanced cloud technologies to make it a highly reliable, available, and secure platform. Our cloud solution allows for seamless updates to the core system without any disruptions.

Moreover, our solution improves students' and drivers' experience with navigation to the right pick-up or drop-off point and important information such as the student's name, any special equipment needs, and safe hand-off details so that drivers deliver a consistent and delightful service to every student and family every day.

Ease of use for all users of the system

Warranty and ongoing support

Transparency, clarity, and effectiveness for District staff and families

Cost-effective installation timeline

Equipment compatible with EV and ICE vehicles

Integrated pre- and post-trip vehicle maintenance checklist solutions

Camera safety system with compliant, state-of-the-art features

Zūm

A modern, integrated student transportation platform

USER EXPERIENCE • SAFETY
INSIGHTS • HARDWARE

GPS awareness and tracking

Proprietary routing solution ready for turnkey implementation and standalone functionality

Real-time vehicle status

Rider onboarding/offboarding via RFID cards

Student ridership suite including secure access Parent App for current status updates

3. We use our software to power our own complex transportation operations.

A unique advantage of Zūm, unlike other off-the-shelf transportation software providers, is that we operate complex transportation networks for school districts and have meticulously crafted an advanced technology platform to address the daily use cases that we encounter.

We actively engage with all stakeholders involved in a district's transportation system, arming us with unmatched expertise to develop technology that genuinely addresses the fundamental challenges faced by school districts. Moreover, we are adept at quickly adapting to evolving requirements and our unique connection to this feedback loop sets Zūm apart.

We currently use all functionality requested in this scope of work in our own student transportation operations for partner districts such as:

* These districts represent a sample of Zūm's strong and diverse district partnerships.

4. We embrace technology with agility and a propensity to innovate.

Five core principles differentiate our technology offering from other legacy solutions:

The Zūm Technology Difference

01 Built to accelerate digitization of student transportation for school districts
- Designed from ground up for K-12 student transportation
- Built, enhanced & optimized over 8+ years of operational experience

02 Modern & connected cloud-based technology platform
- One integrated platform with a modern user experience and responsive design
- Turnkey solution enables district onboarding in days (vs. months)

03 Real time data and insights
- Rich performance data to drive operational efficiency

04 Strong and continuous R&D investments
- Fast, iterative innovations - new features deployed with no downtime and no additional cost
- Leaders in emerging tech (AI/ML, Chatbots, etc) - multiple patents approved and pending

05 Top-notch tech talent
- Highly experienced product & engineering team from companies such as Amazon, Uber, Netflix
- Operational expertise in student transportation & logistics

5. Our diverse, qualified, and experienced team will function as a true partner for the District.

Zūm is invested in your success and the realization of PSD's student transportation service and safety goals.

Zūm is a true partner, not just a vendor or contractor. We make our partner districts' goals our own goals. For example, in San Francisco Unified, Zūm's integrated platform delivered a savings of $3 million per year ($15 million over five years) by streamlining routing, tracking accurate ridership, and providing accurate invoicing. These savings allowed the district to add 10 additional routes to provide service for 1,000 more students. Our solution also increases the speed with which a district can react to unforeseen yet critical requirements, such as routing and managing transportation for mid-year acceleration days, evening tutoring, and other enrichment programs to help students excel.

Thomas Osmun, Director of Partnerships (Las Vegas, NV)

Thomas has dedicated over 15 years to the field of education, demonstrating a steadfast commitment to student success in an evolving digital landscape. His career spans various roles, including K-12 special education teacher, MTSS coach, middle school assistant principal, and professional development supervisor. In the last six years, Thomas has been instrumental in supporting school districts across the Mountain West states, helping them navigate complex challenges through strategic planning and enhancing digital readiness.

A seasoned professional in educational technology, Thomas led LMS and SIS implementations and supervised the integration of districts' applications for enhanced interoperability. Thomas earned a bachelor's degree from Florida State University in Physical Education/Sports Management and a master's degree from Saint Leo University in Educational Leadership.

We built a diverse and talented team dedicated to supporting this project for the PSD. This includes engineering, product, data science, quality assurance, and integration/implementation expert teams with vast experience building technologies and launching solutions not only in the student transportation space, but also with well-known companies that have vast scale, like Amazon, Apple, Uber, Walmart, Netflix, Tesla, Microsoft, and WhatsApp.

6.   We are leaders in sustainable student transportation.

Poudre School District is a committed, recognized actor and advocate for sustainability in public education, as evidenced by its two Leadership in Energy and Environmental Design (LEED) certified school buildings and its more than 30 Energy Star awards. In its pursuit of operational sustainability across all service areas, we know that PSD understands and appreciates the large, positive residual impacts – environmental, economic, and academic – that accompany a transition from a diesel-fueled school bus fleet.

As a leader in sustainable student transportation, we've accelerated the modernization of the industry with a long-term perspective, coupled with unmatched present-day capabilities, that centers sustainability for the partners we serve. Beyond the scope of RFP #24-680-0007, Zūm's end-to-end solution is ready to support PSD's future fleet electrification initiatives and will advance the District's commitment to prioritizing sustainability.

One impactful example is our work electrifying the fleet for Oakland Unified School District (OUSD), who had first partnered with Zūm platform to deploy our platform for a scope of work like that of RFP #24-680-0007. Our platform is now being extended to support the transition of the OUSD fleet to electric by deploying industry-first, bidirectional vehicle-to-grid (V2G) charging infrastructure supporting electric school buses in an efficient, safe, seamless, and cost-effective way. OUSD's forethought in selecting Zūm's integrated technology platform has enabled the district to become the first public school district fleet in the nation to fully transition to electric. While we had originally projected full electrification of the OUSD fleet by 2025, today, Zūm is running one year ahead of schedule; **OUSD will become the first school district in the nation to be fully electrified by July 2024.**
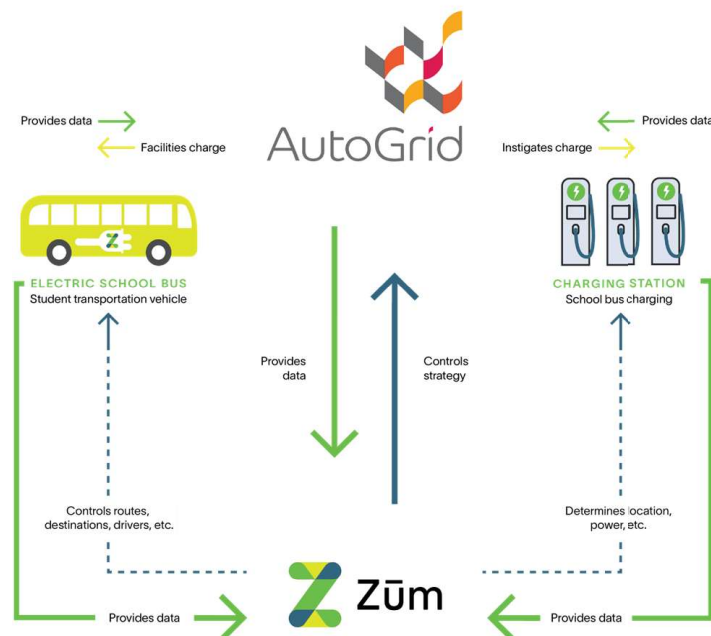
Zūm's fleet is 100% carbon neutral, and has been offsetting 100% of emissions for its entire fleet since 2021, as part of its Zūm Net Zero initiative[2], creating a safer, healthier, more sustainable planet.

Fleet Electrification: Zūm's Commitment
- 100% Carbon Neutral from Day 1
- Capable of 100% EV Fleet Transition
- Delivered at most efficient cost and highest value
- Best in Class Infrastructure & Technology
- Rigorous ESG Measurement and Reporting

Additionally, we are committed to helping PSD explore and secure funding opportunities that would help with the transition to electric buses. We are also actively exploring and applying for grant opportunities with similar district partners and will gladly work with PSD to pursue similar grants. With Zūm, PSD will select a team and a technology that continually evolves and will always be at the forefront of current and future technologies for sustainable student transportation.

Zūm is the right choice to modernize the PSD's approach to student transportation.

As a nimble organization, we will evolve alongside PSD, meeting your long-term needs while ensuring seamless integration, product rollout, installations, and training; exceptional customer service; superior and delightful user experience; and an on-time, on-budget implementation.

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[2]https://c212.net/c/link/?t=0&l=en&o=3261606-1&h=3117942779&u=https%3A%2F%2Fwww.ridezum.com%2Fsustainability.html&a=Zum+Net+Zero+initiative

Project Technical Requirements & 2. Specifications

2. Project Technical Requirements and Specifications (RFP 2.0 & 3.0)

Districts call us a "true partner" who is transparent, accountable, responsive, and innovative.

We designed the comprehensive Zūm platform to modernize student transportation. We built features and functionality explicitly to help school districts manage transportation effortlessly. We prioritize safety on our platform, implementing custom-built features and integrating vetted, state-of-the-art hardware solutions to ensure comprehensive student safety.

When Zūm makes a commitment to a school district:

- We commit to providing consistent, reliable, and equitable outcomes for all students.
- We commit to providing a solution that gets students to school on time, safely and ready to learn.
- We commit to providing technology that offers increased transparency and safety for all stakeholders so that no parent ever must sit at work and worry if their child arrived at school or at home safely.
- We commit to taking responsibility when challenges arise.
- We commit to using data to identify 'what's working' and 'what's not working' to create action plans with clear next steps that we communicate promptly and transparently to district leaders and families.
- We commit to executing with urgency to deliver the high-quality solution your students and schools deserve.
- We commit to acting with the utmost integrity, respect, and responsibility – and always putting your students first – because we recognize the trust you have placed in us by selecting Zūm as your partner.

We take pride in our commitment to providing transparency, safety and consistent, reliable service so that every student has equal access to a high-quality, world-class education.

2.1 BidNet[3] Registration (RFP 2.1)

2.1.1 Register as a supplier on the BidNet System (http://www.RockyMountainBidSystem.com), download this solicitation and all documents associated with it.

Zūm is registered as a supplier on the BidNet System.

2.2 Security System (RFP 2.2)

2.2.1 Student RFID Cards

2.2.1 Student Check-in/Check-off picture identifier or event

Secure student check-in/check-off protocols are a key component of the ridership technology that is fully integrated into Zūm's product portfolio. Zūm's RFID Card system integrates cards, readers, and the driver app on the tablets and allows students to check in and out when entering and exiting the bus to increase safety and efficiency during the boarding process and capture more accurate attendance and performance data for improved transparency and real-time reporting.

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[3] https://www.bidnetdirect.com/

Drivers can also check students in and out quickly using the Driver Tablet with an easy- to-use touch screen, which helps when transporting younger students or students with special needs who may not be able to use their RFID card. Additionally, our proposed camera technology can record check-ins and check-offs and create automatic download events linked to bus door openings for real-time access to video footage.
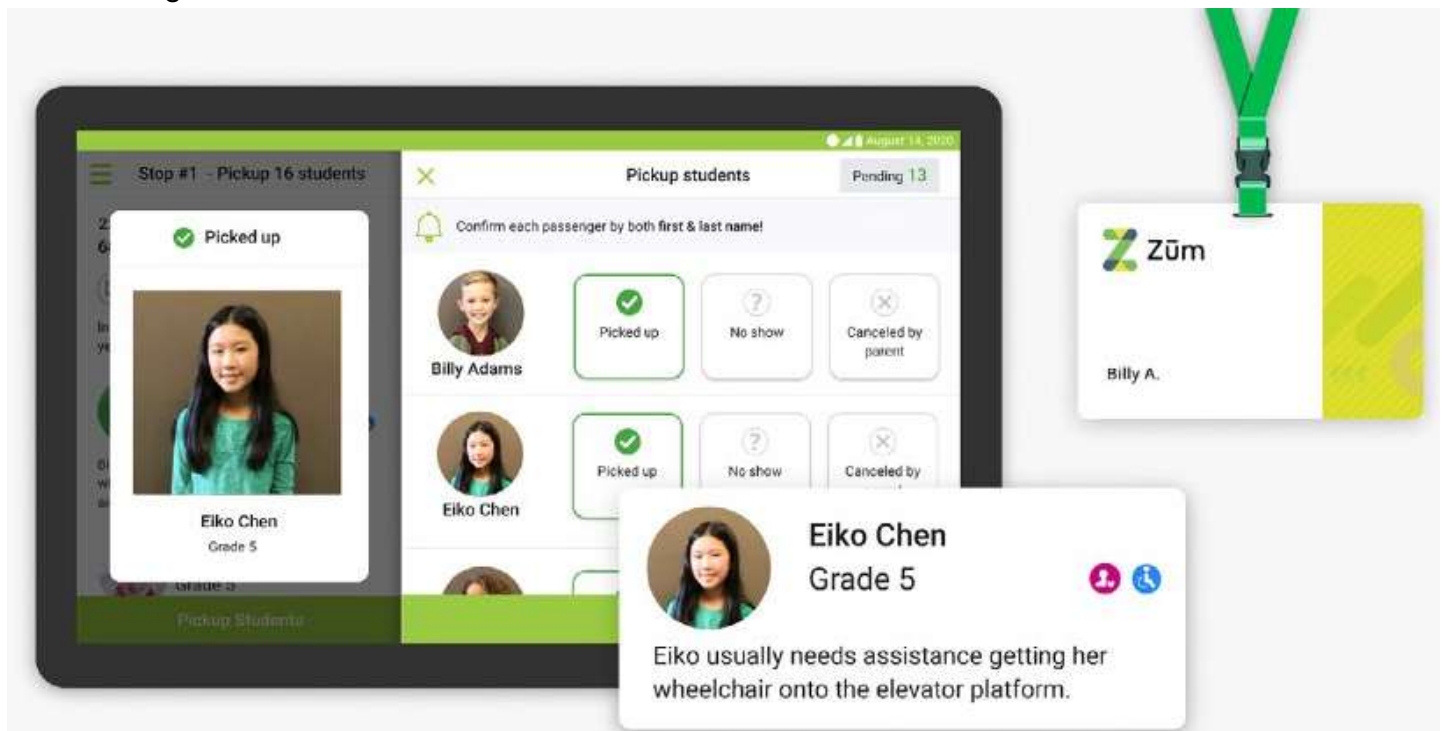
2.2.2 Stop Arm Cameras

2.2.2 Stop Arm camera solution options

Zūm provides advanced, compliant cameras, including leading stop arm camera technology, on the buses we operate throughout the country. We are experienced equipping buses with this technology and using the cameras in a manner most beneficial to the District.

We leverage industry-leading stop arm camera solutions from Gatekeeper Systems[4] and can offer options that feature ticketing functionality, among other features of potential interest to PSD. The District will have full remote access to all videos on all buses to review video footage – with Zūm's advanced camera technology suite, problems can be investigated, identified, and rectified quickly.

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[4] https://www.gatekeeper-systems.com/

2.2.3 Interior & Exterior Cameras

2.2.3 Full bus camera coverage solution, interior and exterior

All PSD buses will be equipped with a full coverage interior and exterior camera system, leveraging Gatekeeper camera technology. Gatekeeper will manufacture, ship, and provide installation and support for all camera products and services proposed herein.

Established in 1997, Gatekeeper supports its school district partners transportation departments as related to reliability, quality and supporting operations in video management. Gatekeeper's core team has over 100 years' experience in the transportation market and service approximately 3,500 customers in all 50 states and Canada.

Camera Solutions Trusted by Large School Districts

Gatekeeper partners with hundreds of school districts across the United States to provide leading intelligent video and data solutions designed to ensure a safe transportation environment for students, drivers, families, and district personnel. Examples of such partnerships include:

- Broward County School District, Florida (406 buses use Gatekeeper cameras)
- Orange County School District in Florida (300 buses use Gatekeeper cameras)
- Cook County School District in Illinois (1,000 buses use Gatekeeper cameras)

> **"** *I have been purchasing video camera surveillance systems from Gatekeeper Systems for over 5 years now. I tell anyone who asks about Gatekeeper cameras they are fantastic! From the system itself to the superior customer service they rate very high in my book. **I have used their competitors at districts I've worked for in the past and no one compares.** Even their tech support rocks. Fast and friendly are the key words that come to mind. Anytime I call I get right through and helped in a timely fashion.*
>
> **Matt Thomas**
> Director of Transportation
> Garden Grove USD
> *(formerly of Anaheim UHSD)*

Full Bus Camera Coverage Solution

Features of our proposed camera system include:

- Video/Audio recording with electronic access to view and store data from functional digital video cameras for 7 days
- 4-Channel System
- H.264 Compression for Images
- Up to 320GB memory storage
- High-Definition Resolution – Records at 30FPS at 1920x1080 resolution
- Simple and Friendly User-Interface
- Stop arm cameras, including options which offer ticketing solutions
- Scalable solutions for large bus, medium bus, small bus, passenger and utility van, and SUV vehicles
- Intuitive video export and playback
- Real time camera access via cellular or internet-based access
- Automatic data download upon connection to District wireless network (WEP)
- Tamper resistant video and data storage
- Vibration reduction equipment
- Vandal resistant housing
- Real time device status reporting
- Incident awareness and AI options
- Identity blurring options in video retrieval
- DVR and data storage and server requirements
- Azure integration for access and control settings

EXTERIOR 1080P AHD CAMERA

Gatekeeper's light weight and compact 1080p AHD camera is made of metal, and built to survive rugged and vandal susceptible environments. It has been thermal, vibration, and shock tested to ensure it will withstand all weather and tough mobile conditions. The Sony CMOS imaging sensor uses built in infrared to deliver outstanding, clear image quality in both day and nighttime conditions. The compact, miniature nature of the camera's design makes it the perfect camera choice for outdoor applications where installations can be challenging.

GATEKEEPER
TXM12 CAMERA

COMPACT
LIGHT WEIGHT
BUILT FOR ALL WEATHER

KEY FEATURES

- 1080P High Definition Camera
- Full Metal Design for rugged applications
- All weatherproof

- Light weight
- Compact size
- USA – National Defense Authorization Act (NDAA) compliant

2.2.4 Wide Dynamic Range Camera

2.2.4 Wide Dynamic Range Camera

Zūm's proposed camera solution integrates wide dynamic range, high-definition cameras, zoom-enabled features, advanced video compression algorithms, digital video recorders, and video management software to continuously monitor audio, video, time, date, and GPS location.

160° WIDE ANGLE CAMERA

The new wide angle 160° camera from Gatekeeper is the latest camera in our high definition line. Built for durability, this camera provides maximized coverage of your bus with a design to overcome the visibility challenges of high back seats. Our camera keeps an eye on your kids so you can keep your eyes on the road.

GATEKEEPER
WA12 DOME CAMERA

160° WIDE ANGLE VIEW A WATCHFUL EYE ON YOUR STUDENTS

KEY FEATURES

- With correct configuration, get up to 360° coverage inside the bus
- Compatible with Gatekeeper's current DVR lineup
- Integrated audio
- Vandal resistant
- Flush mount option available
- USA – National Defense Authorization Act (NDAA) compliant

2.2.5 High-Definition Resolution

2.2.5 High-Definition Resolution (1920x1080 or better)

Buses will be equipped with high-definition cameras, recording 30FPS at 1920x1080 resolution.

2.2.6 Vibration Reduction

2.2.6 Vibration Reduction requirement

All cameras included in Zūm's proposed solution will employ compliant vibration reduction equipment and technology, including industry-standard image stabilization and video quality measures.

2.2.7 Audio Recording

2.2.7 Audio Recording

Our proposed camera solution includes audio and video recording with remote electronic access to view and store data from functional digital video cameras for seven days.

2.2.8 Vandal Resistant Housing

2.2.8 Vandal resistant housing

Our proposed camera system will operate within secure, vandal resistant housing purposefully built and selected to promote longevity and functional reliability. Additionally, our solution provides tamper resistant video and data storage.

2.2.9 Cat6 Based Wiring

2.2.9 Cat6 based wiring (no proprietary cable connections)

Zūm understands the importance of interoperability across both hardware and software solutions and commits to installation schemes that include no proprietary cable connections. Our proposed solution can be modified to accommodate Cat6-based wiring, at the District's discretion.

2.2.10 Onboard Data Storage

2.2.10 SSSD/SD onboard data storage

Zūm's proposed solution can include up to 320GB onboard memory storage.

2.2.11 Onboard Storage

2.2.11 Onboard storage or 30-days of recording at 6-10 hours a day of storage

Zūm's camera system will meet onboard storage requirements of 30-days of recording at up to 10 hours per day of storage.

2.2.12 Data Deletion

2.2.12 Settable data deletion timeframes

Zūm's advanced suite of proposed onboard camera technology allows for the customization of data storage and deletion timeframes, in accordance with District needs.

2.2.13 Data Transfer

2.2.13 Hub arrival data transfer to central server storage via District enterprise wireless solutions

The proposed camera and Wi-Fi antenna technology will allow data to be transferred immediately upon a vehicle's yard arrival to central storage via the District enterprise wireless solution.

2.2.14 Drive Indicator

2.2.14 LED Driver indicator for real time system health

Zūm's proposed camera system features well-lit, easily readable LED system health indicators for drivers to gauge performance and assess potential problems in real time.

Additionally, Gatekeeper's Tri-Colored Driver Alert Button is an advanced event marking driver assistance button available for District use. Activated via a button mounted on the dash, the Driver Alert allows for the driver of the vehicle to press the button and mark the recorded video with an alert, making searching for and revisiting alerts in the enterprise system much faster and easier. The DVR and selected cameras are configured with predefined settings of pre and post video at the time the button is pushed.

2.2.15 Battery Backup

2.2.15 System Battery Backup to schedule system shutdown up to 1 hour after vehicle power down

System battery backup for our camera system can be configurable up to 1 hour after vehicle power down without negatively impacting vehicle battery.

Power LED

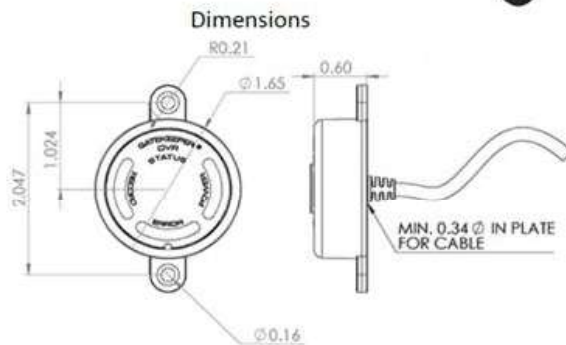The power LED illuminates to show that the DVR is powered on and ready to start recording.

Record LED

The Record LED illuminates to show that the DVR has gone into record mode and is currently saving video to the hard drive.

Error LED

The Error LED illuminates to indicate that there is an issue with the DVR.

Dimensions

2.2.16 Video Access

2.2.16 Video access via web-based and mobile platform

The District will have full remote access to all videos on all buses, via web-based and mobile platforms, to review video footage for training purposes or to evaluate student behavior, reports of vandalism, bullying, unsafe student conduct, or driver safety issues. With this advanced technology, problems can be investigated, identified, and rectified quickly.

2.2.17 Real-Time Video Access

2.2.17 Real time video access using securable platform with login integrations to MS Active Directory or Azure AD

Real-time video will be accessible securely via the proposed video management solution, which requires users to authenticate the service. We expect an ongoing LDAP integration to be completed by mid-2024.

2.2.18 Cellular Connection

2.2.18 Ability to connect to both system owned and 3rd party cellular data solutions

Our system is designed for seamless connectivity with both system-owned and third-party cellular data solutions. This flexibility ensures robust and reliable data communication, accommodating a diverse range of operational needs and infrastructure setups.

2.2.19 Video Insight Camera

2.2.19 Ability to integrate into Video Insight camera management solution preferred

Our camera providers do not offer integrations with third-party video management software, such as Video Insight, at this time. The proposed solution has been optimized for managing video on a fleet of vehicles. This includes functionality that recognizes the unreliable nature of a cellular communications channel, ability to push video inbound based on preconfigured events, real time GPS mapping, geo-based video searches and view live video either full resolution video or reduced resolution video to allow for low bandwidth cellular channels and many cameras being viewed simultaneously.

If the District requires this integration, we can evaluate hybrid options on an as-needed basis.

2.2.20 Small Vehicle GPS

2.2.20 Smaller fleet GPS and drivability tracking systems, Dashcam, rear option

Our proposed solution can include downsize-able GPS, camera, and security system options for smaller fleet vehicles, as needed. We have significant experience deploying smaller fleet solutions across our van and passenger vehicle operations nationwide and have included proposed options for right-sized technology servicing PSD's support fleet in our accompanying cost breakdown, located in Tab 4 – Pricing Elements.

2.3 Ridership (2.3)

Routing Overview

Zūm's advanced technology platform addresses the core issues faced by school districts currently using less advanced routing software in the market. Our modern routing solution is driven by creative workflows and advanced algorithms from AI/ML to address most fundamental challenges faced by routers on a day-to-day basis. Our solution offers:

1. A centralized place to manage school and student profiles
2. System-driven suggestions to find best routes to accommodate new students
3. System-driven optimization of stop sequence
4. System-driven suggestions to stack multiple run/pulls on the same vehicle
5. Multiple school year routing
6. Multiple addresses for AM/PM or different days of week
7. Historical knowledge of routes performance to improve routing

We designed our platform to manage all routing information for a district in a three-tier architecture:

1. At the school district level, users can set up the school calendar and different programs in sessions (e.g., current and next school year, COVID acceleration days, or extra learning evening programs).
2. School sites (or campuses) are set up under the district such that information about the school calendar and different programs are inherited from the district. In addition, school site-specific information can be added on the school site profile, such as: bell times (with early release days), exception bell time days such as PTA/Exam's weeks and loading zones (with pin drops) around campus.
3. Students are created under the school site (or campus) profiles, where student enrollment in specific programs is inherited from campuses. In addition, student-specific information can be added to the student profile, such as: home addresses with days of week, guardian information, special needs, and pickup/drop off instructions.

This data architecture allows the Zūm platform to capture all necessary data such that the same information does not have to be duplicated across multiple places, which in legacy systems can cause issues for routers and dispatchers using wrong data for routing and route assignments. Our routing solution automates various manual tasks that routers currently must repeatedly perform on a day-to-day basis with legacy routing software options.
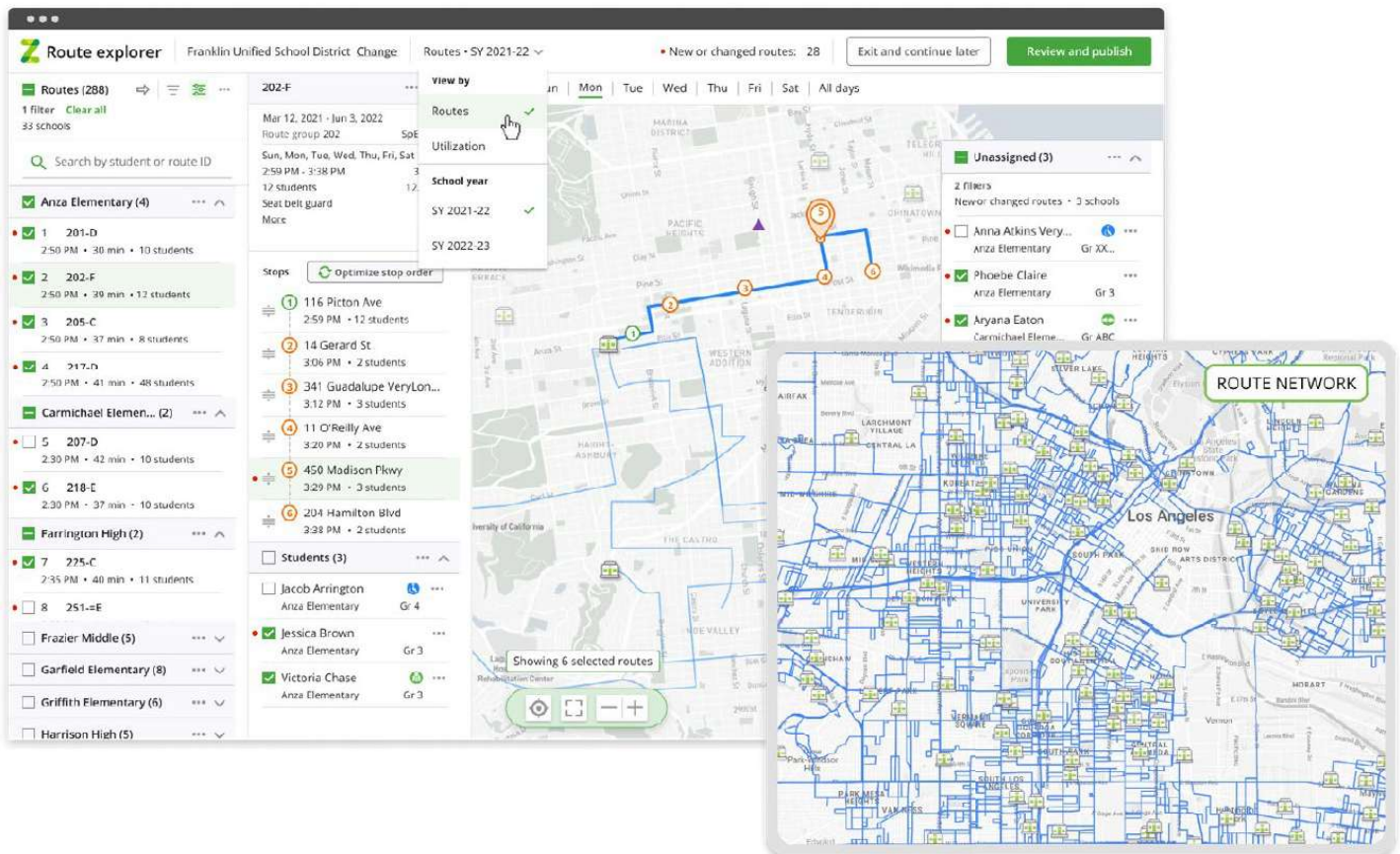

Additionally, other routing software options often overlook the critical, and essential task of communicating route information and changes to parents. At Zūm, we understand the critical need to quickly and efficiently communicate accurate information to parents. We understand the challenge routers face when juggling multiple tasks, for example managing student/school information while routing the students safely and efficiently, and simultaneously communicating to stakeholders.

To address this issue, we built into our platform to identify students and proactively notify parents / guardians impacted by any route changes (either new students or time/stop/route number changes for existing students). Parents / guardians and school administrators can view route changes and detailed information on ride status in real-time. Our system sends an email (and optionally an SMS) to parents / guardians of the students with the full route information.

Likewise, parents / guardians can view route information, including driver / vehicle information for each ride in the Zūm App. Templates of route emails are fully customizable, and can be triggered either manually or configured to automatically send emails at predefined frequency. Emails sent to parents contain full information about route number, time, and top location for all days for AM/PM.

Additionally, the feature allows users to download PDF versions of letters so the District can communicate via email or postal mail with the parents, if it so chooses.

The efficient routing functionality in our platform will significantly improve and expedite the routing process for the Poudre School District team. Our solution will integrate with BusPlanner, if necessary, to seamlessly incorporate information such as changes to student address, school assignment, eligibility, and so forth.
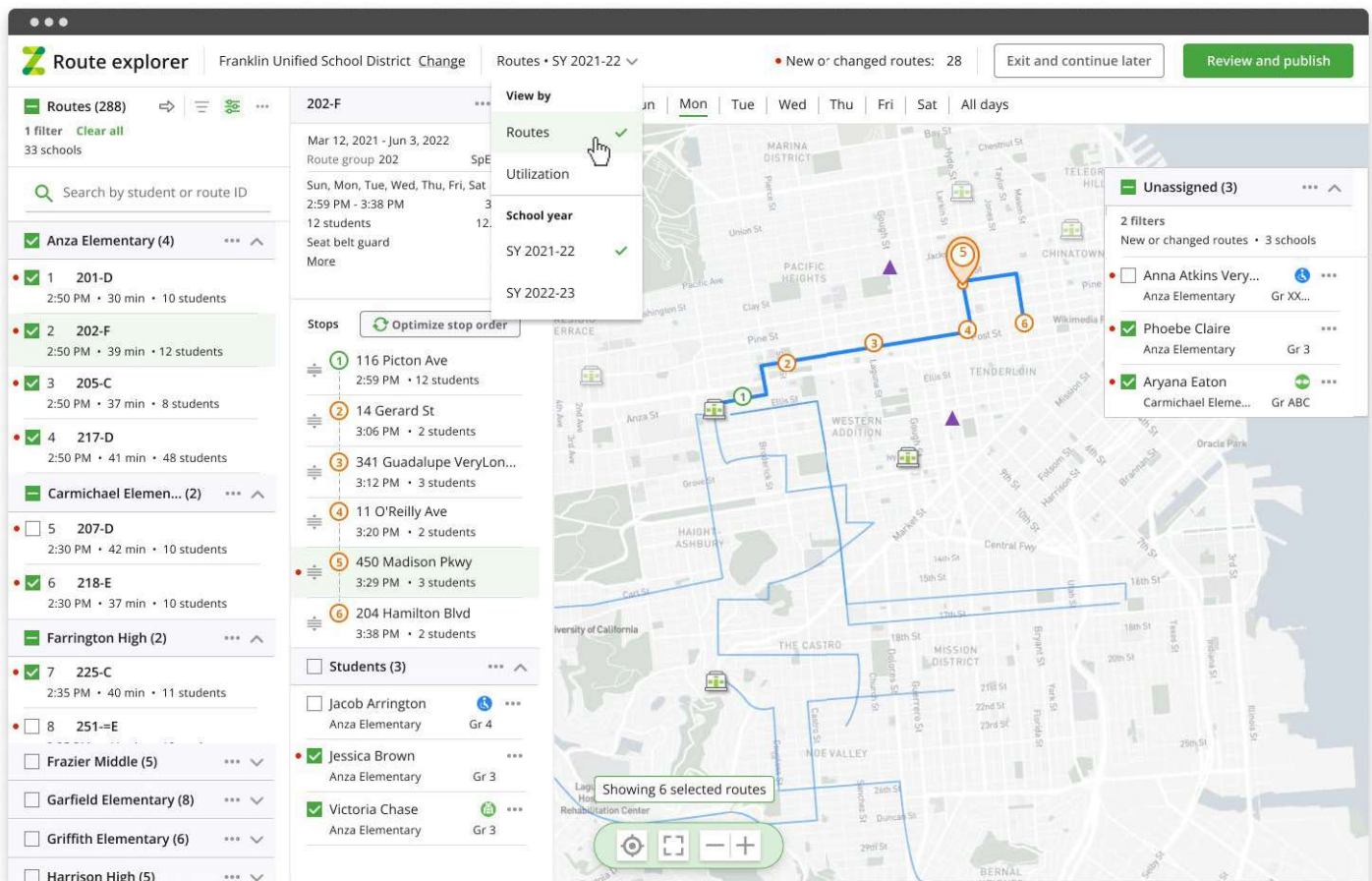
Intuitive Route Configuration & Assignment

Our routing solution provides an intuitive and easy-to-use interface for routers to perform key routing tasks. A typical workflow for creating routes on the platform includes these common scenarios:

- **First time route creation**
  At the beginning of the school year (or start of new program), a router performs routing through four simple steps:
  1. Provide fleet configuration (such as number of seats by vehicle types)
  2. Select students that need transportation
  3. Click on a button to allow automated route generation by the system
  4. Review routes suggested by the system on the map, make edits, and publish routes with effective start date

  Routers can work on multiple school years or multiple concurrently running education programs. Multiple users can interact and collaborate to build routes without impacting each other's changes in the system.

- **Managing on-going route changes**
  Continuous route updates are a common day-to-day task for routers. Our solution has a feature through which the system tracks and lists new students that should be routed. Routers typically manage these ongoing requests in three simple steps:

  1. Select new student that requires transportation
  2. Click on button for system to suggest existing routes where student can be added
  3. Review suggestions, select best option, and publish route

  Similarly, if a student's information (such as home address or school enrollment) changes, routers can perform their tasks efficiently. Our platform allows routers to schedule effective dates of changes in the future, thereby allowing time to communicate changes to parents and drivers. Until the effective date of change, both parents and drivers continue to see current versions of routes in the mobile apps, not impacting the existing routes and allowing routers to plan their work ahead of time.

- **Optimizing route times and stop orders**
  Routers often must adjust stop times or stop orders based on driver feedback or on time performance. This is typically managed in a paper-heavy manner where drivers hand over change requests to area bus supervisors, who then send it to the centralized routing teams. There is often a long delay (sometimes up to two to three weeks) between drivers requesting a change and routers being able to implement the change. Often the route changes in the meantime, making the driver requests not applicable with new stops/students added. Zūm's

integrated platform analyzes ride performance in real-time and proactively suggests common deviations from the planned routes:

1. Travel times between stops based on actual rides
2. Accurate stop locations based on where driver is picking/dropping child
3. Driving directions taken by drivers to provide accurate left/rights
4. Ridership information to remove stops to reduce student's on-road times

- **Assigning/stacking routes to vehicles (fleet scheduling)**
  With staggered bell schedules, districts can stack multiple routes on the same vehicles, optimizing the number of vehicles needed to provide transportation to more students. We built a utilization optimization feature in our routing software which facilitates route assignments to vehicles while considering these constraints:

1. Optimize the routes assignment to minimize number of vehicles required
2. Identify and report conflicts/overlaps on routes assigned to same vehicles
3. Facilitate new student assignment to existing routes while ensuring no conflicts
4. Move routes from one vehicle to another with a single click of a button

2.3.1 Routing from Bus Terminal

2.3.1 Routing for non-student bearing legs of a route needs to be generated starting and ending with the bus terminal

Zūm's advanced routing technology empowers fully informed, streamlined route generation for dispatchers and real-time transparency and reporting for district administrators. Routing for non-student bearing legs will be generated starting and ending with the bus terminal.

Our routing solution is currently deployed as a standalone solution serving some of the country's largest and most dynamic school districts, including Los Angeles USD, San Francisco USD, Oakland USD, and Seattle Public Schools, among others. While we propose the use of Zūm's routing technology to service PSD's full scope of needs, our flexible system architecture will enable seamless integration with the District's existing routing system, if required.
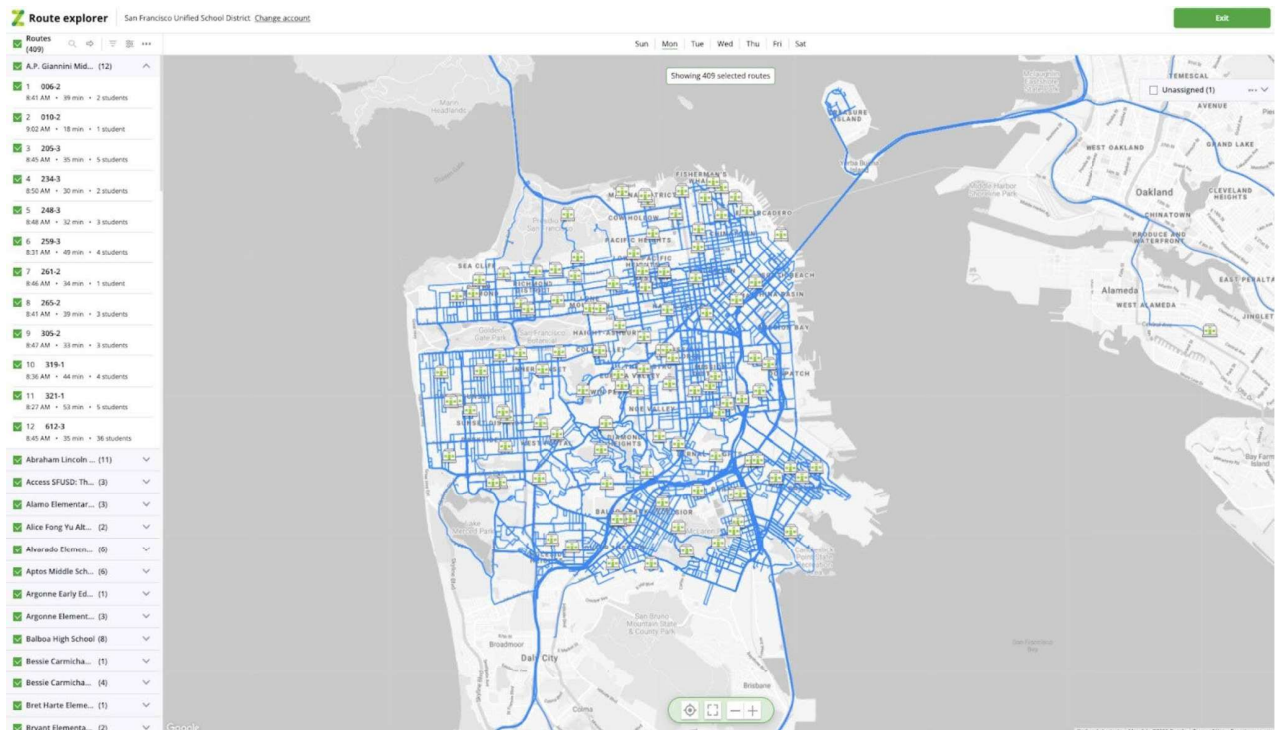
2.3.2 On-the-Fly Routing

2.3.2 Routing can be modified on the fly, remotely from dispatch

Our routing software was designed for on-the-fly flexibility, as users can change the order of stops by using a drag-and-drop feature. Dispatch can easily review the impact of changing stop orders on overall time, see the changes live on the map, and then decide to either accept those changes or revert to the system-defined optimized order of stops on the route.
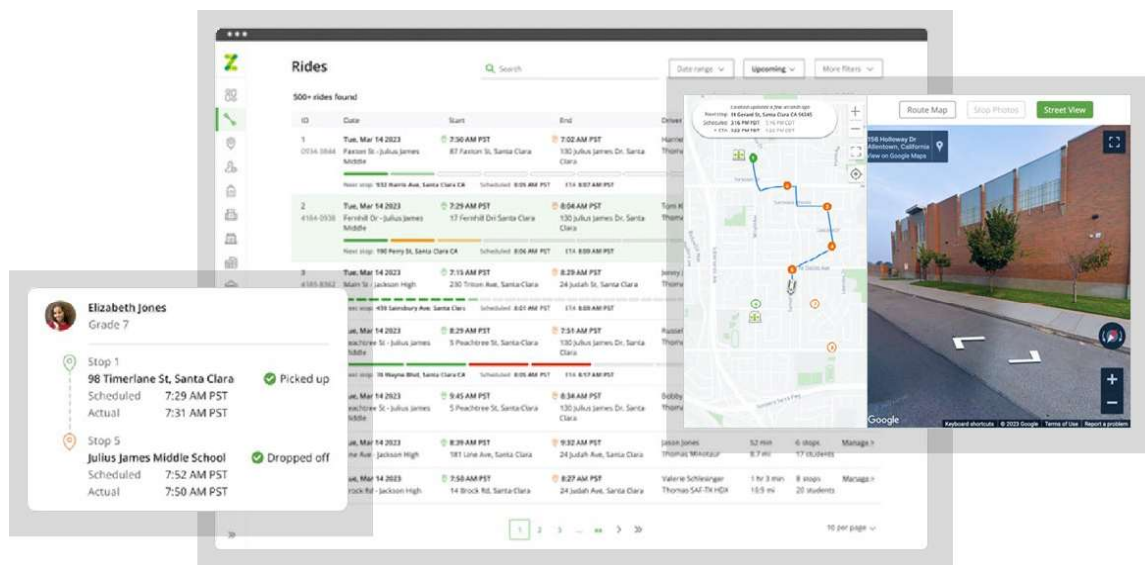
We also provide flexibility to the user to modify stop times suggested by the system based on travel time estimates with traffic conditions. These two combined functionalities provide significant flexibility to dispatch.

We built our comprehensive solution for flexibility.
- Users can easily modify routes by adjusting stop sequences, altering paths, adding or removing students from stops, and accessing other helpful information.
- Users can also manually override any automatic stop or route assignment if needed, providing flexibility and control for users.
- Users can either load predefined stops or create their own stops.
- Users have the option to create mirror stops as desired.
- Users can manually create corners or pseudo stops.

Turn-by-Turn Instructions

In legacy student transportation software solutions, route information and turn-by-turn (left and right turn) information are often provided to drivers as printed paper copies of route sheets, making the information static and at-risk of being obsolete with constantly changing routes. While school bus drivers are knowledgeable about their routes and the area where they normally operate, unexpected scenarios arising from traffic, student delays, or last-minute changes to routes often force drivers to improvise. Amidst the challenges of navigating the road, drivers are also tasked with responding to radio requests regarding their ETA and requests to pick up unplanned students.
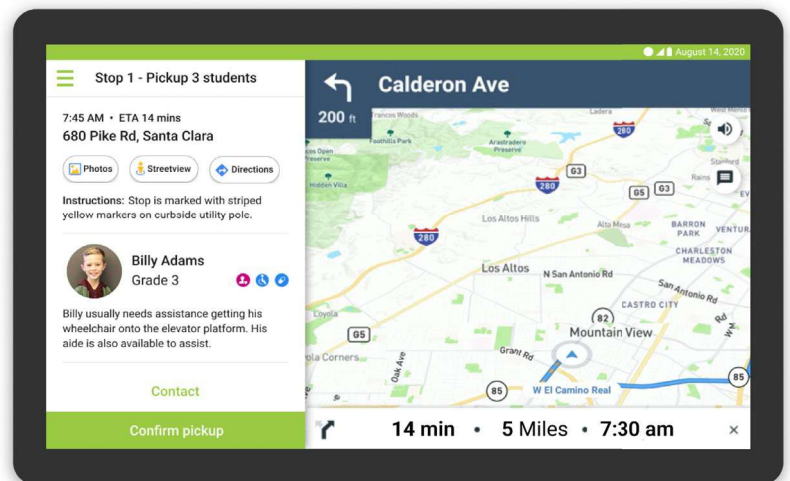
Our solution includes a driver tablet app through which drivers can electronically access comprehensive route information, including turn-by-turn directions, stop sequences, student details, specific instructions, and Google Maps street view for better stop location understanding. Our advanced navigation and routing technology accommodates specific constraints such as curbside stops, restricted streets, and turn width. Our turn-by-turn directions feature provides drivers with directions as defined in the routing software but can recalculate new directions if a deviation from the scheduled path is detected.

For over three years, we have effectively implemented our ride delivery technology to manage, monitor, and optimize student transportation for some of the nation's largest school districts. With data gathered from over 7.6 million student rides, we have tailored this technology to suit the needs of both urban and suburban environments.

The platform's intuitive and digitally native experience enables drivers to pick up and drop off students accurately, safely, and on-time while simplifying daily tasks. The app, available on tablets, provides real-time custom turn-by-turn navigation, optimized by AI/ML. The driver app features audio turn-by-turn navigation, allowing the driver to concentrate on the road. The administrator can easily enable or disable this function according to the requirements.

2.3.3 Data Integration

2.3.3 Data integrations to Synergy SIS and ChildPlus SIS

Driven by Data

We designed the comprehensive Zūm Platform to modernize student transportation. We built features and functionality explicitly to help school districts manage transportation effortlessly. To achieve maximum efficiency, the Zūm Platform requires continuous integration with critical school district systems such as Synergy SIS and ChildPlus SIS, for student data, BusPlanner, for routing, and RTA Fleet Management software for fleet data. In addition to student data, we require crucial information from vehicles, drivers, operational personnel, District personnel, school personnel, existing routes, District boundaries, and so forth.

This important data powers the Zūm platform to create an efficient and seamless user experience, supporting data-driven decision making at all levels of the District organization. Integrating directly with Synergy, and other District systems, achieves maximum efficiency. Important District data powers the Zūm platform to create an efficient and seamless user experience, supporting data-driven decision making at all levels of the District Transportation Services organization.

Using accurate student data to drive transportation planning is vital to the District's success. We understand the significance of data integration for this project. Our team of system experts will collaborate closely with key stakeholders from the District Transportation Department to create a project plan and timeline for integrating data for all systems based on need and capabilities. We also understand the significance of protecting personally identifiable information (PII). We protect all data in transit and at rest in our platform.

Integration Methods and APIs

Our system follows an Application Programming Interface (API)–first approach, allowing for effortless integration with software products using secure, open data exchange standards. Integrating directly with District systems achieves maximum efficiency. We can integrate with District systems via API, ETL, or .csv files.

- We can create integrations via APIs between District systems and the Zūm platform. An API connection allows the applications to continuously exchange data ensuring the Zūm platform captures all additions/deletions/edits in these systems so that stakeholders are using the most accurate and up-to-date information to drive crucial decisions. When new data is imported, our platform compares it with the existing data to ensure that the latest information is recorded.

- If creating an API connection is not possible, we can also use an Extract, Transform, and Load (ETL) process with secure SFTP if desired. We extract, clean, validate, and load the data from these systems into the Zūm platform.

- We can Import/export data via .csv files into and out of our platform.

- Additionally, we can integrate via API or nightly file transfer through SFTP, based on capabilities of existing tools used by the District.

Once we create continuous integration with current systems, District administrators and stakeholders can manage transportation with ease.

Our solution already integrates with Synergy, the District's Student Information System. We are in the process of creating an API between RTA Fleet Management Software and the Zūm platform for another large K-12 public school district partner. The District will directly benefit from these efforts as it will expedite the set-up process for the Zūm system.

Additionally, we can integrate via API or nightly file transfer through SFTP, based on capabilities of existing tools used by the District.

2.3.4 Parent Verification

2.3.4 Parent verification/signoff for specified at pickup and drop off

The Parent App allows parents to verify their student's pick up and drop off locations and times.

| ARRIVED FOR PICKUP | FULL SCREEN MAP | RIDE COMPLETED | STUDENT ON HOLD |
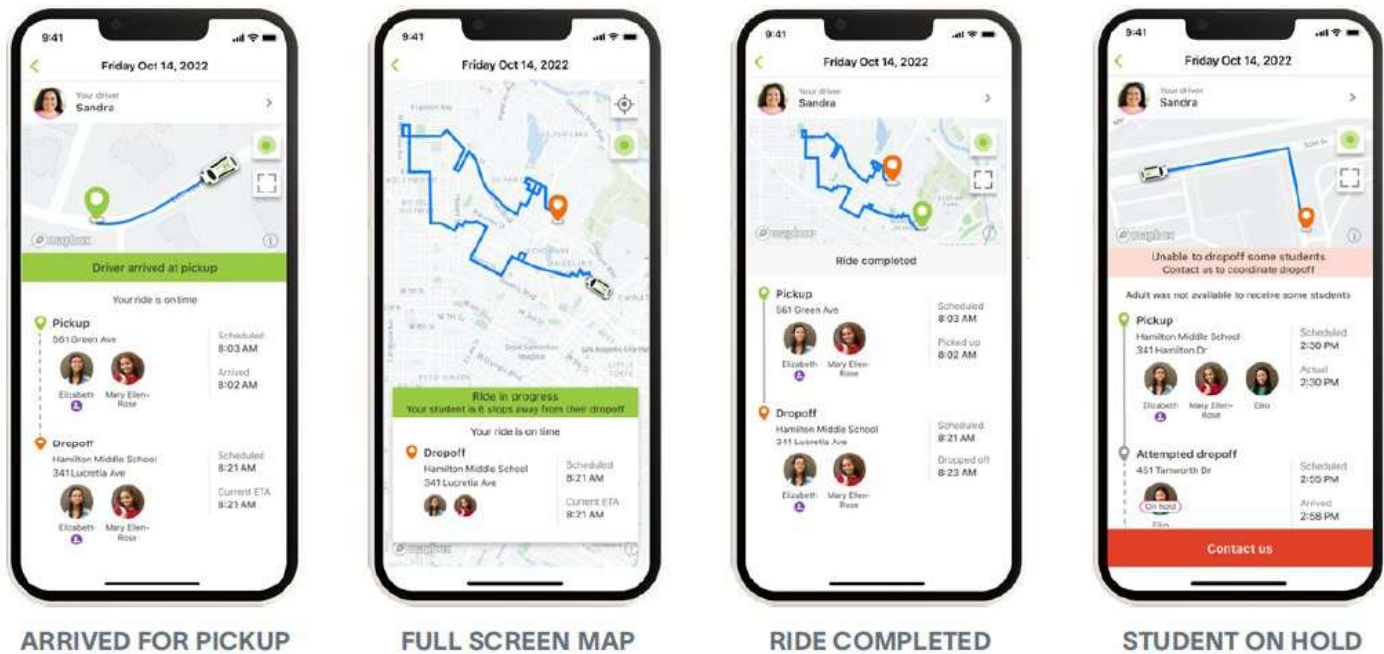
2.3.5 Alerts

2.3.5 Health condition and safety permission alerts. Custodial alerts at student expected drop off locations

The Zūm platform and intuitive, user-friendly apps enable parents and school or district administrators to leave detailed notes or instructions for drivers regarding each student's specific needs, behavior, or medical information, as well as pick up or drop off instructions. This information is available to drivers in the driver tablet, where drivers can access this information for each of their routes, and any instructions for specific students assigned to their routes. With input from parents and administrators, drivers can provide exceptional care for each student, and, in turn, students feel safe and supported.

Comprehensive student profiles, detailing pertinent health conditions and necessary safety permissions, are accessible in real-time for all drivers via the Zūm Driver App installed on mobile tablets onboard.
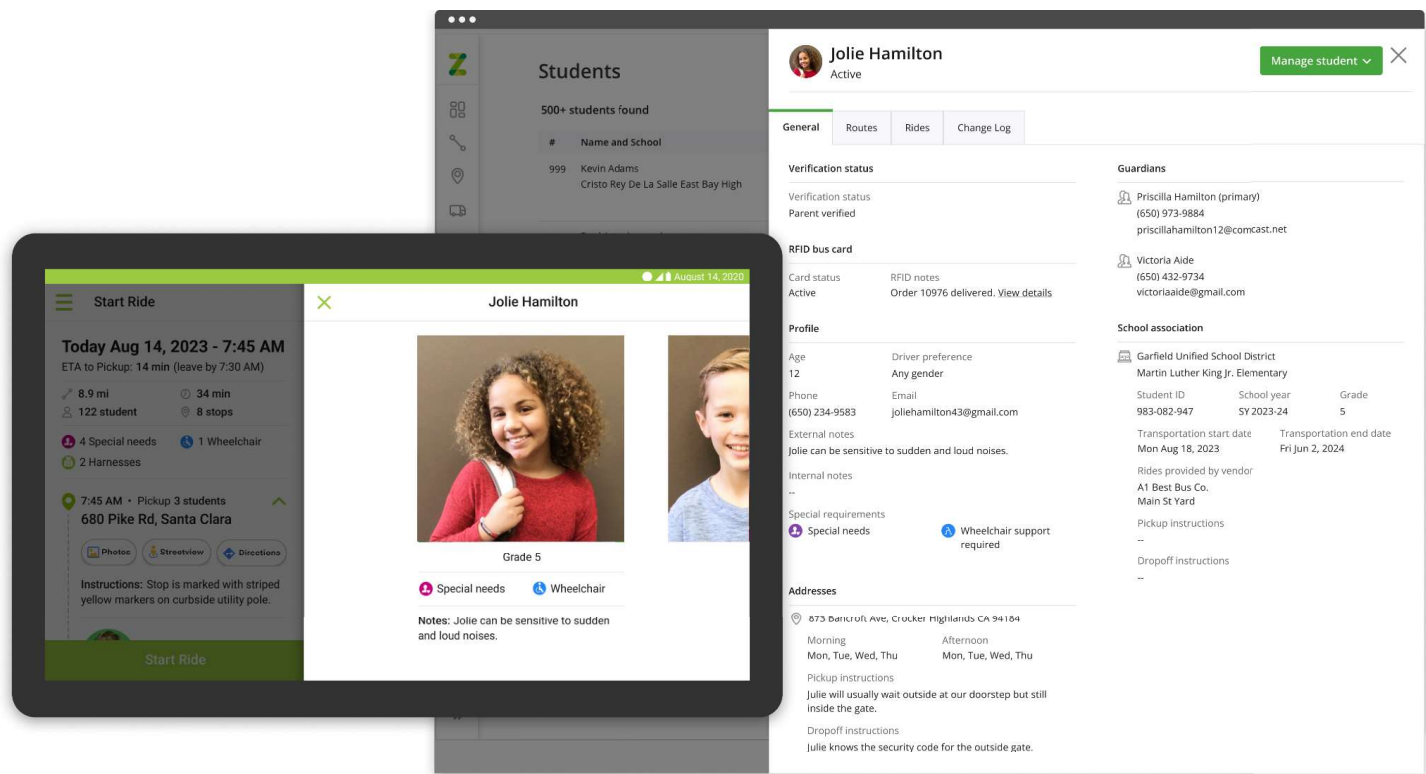
Our ridership technology provides alerts as soon as students scan their cards while boarding and off boarding the bus to both the school staff and parents. This information is also available for all historical rides in the system and can be easily accessed through reports or opening any route details for a specific date.

2.3.6 Location of Bus Through GPS

2.3.6 Time/Date/Location for bus

Our platform provides bidirectional GPS tracking both via the Driver Tablet App as well as from the hardware installed on the vehicles. With this dual tracking technology, our platform offers unique product features that require location tracking of vehicles in real-time.

This GPS location data of vehicles and rides is stored in our system indefinitely, enabling users to easily search for historical GPS information by specifying the date, time, and geographic location.

To support on-time performance, dispatchers can see the GPS location of vehicles (and their corresponding scheduled rides) on the map in real time. The map functionality also enables dispatchers to quickly search for vehicles that are present in each neighborhood either in real-time or at a scheduled time in the future, making it easier for dispatchers to find replacement drivers for last minute unscheduled rides or exceptions.

The system displays both the scheduled and actual routes and stops using real-time GPS tracking data from the vehicle. This allows users to easily compare the planned route with the actual one. Our software collects and stores GPS and telematics data for every ride in the system. A user can open any ride in our dashboard, and easily look at the arrival time at each stop, and if the drivers missed any stops.

Real-time GPS data also enables dispatchers to know which routes are running late, estimate the impact of routes on student's pickup/drop off, and at the single click of a button, send notifications to parents of students regarding status and potential delays. This feature, combined with real-time student ridership data, allows the system to provide parents / guardians with specific notifications related to any incidents or drop off delays impacting their child's ride.

Parents/guardians can only track the bus location and view ride details for their own child's ride. Schools can track the bus location and view ride details for any routes coming to/from their schools, whereas district leaders can view all real-time bus location and route details across the district.

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[5] https://www.geotab.com/vehicle-tracking-device/

2.3.7 Mobile App for Parents

2.3.7 IOS/Android OS App for interface with parents

Parents enjoy Zūm's best-in-class iOS and Android app – recipient of Fast Company's 2023 Innovation by Design Award[6] – which offers long-awaited peace of mind through its unmatched transparency, ease, and convenience. Providing parents with access to real-time ride tracking and automated notifications with AI-powered estimated time of arrival (ETA) means fewer phone calls to district employees requesting status. Parents appreciate being able to access comprehensive driver and vehicle profiles, using the self-service functions, and the ability to cancel same-day rides.

ARRIVED FOR PICKUP   FULL SCREEN MAP   RIDE COMPLETED   STUDENT ON HOLD
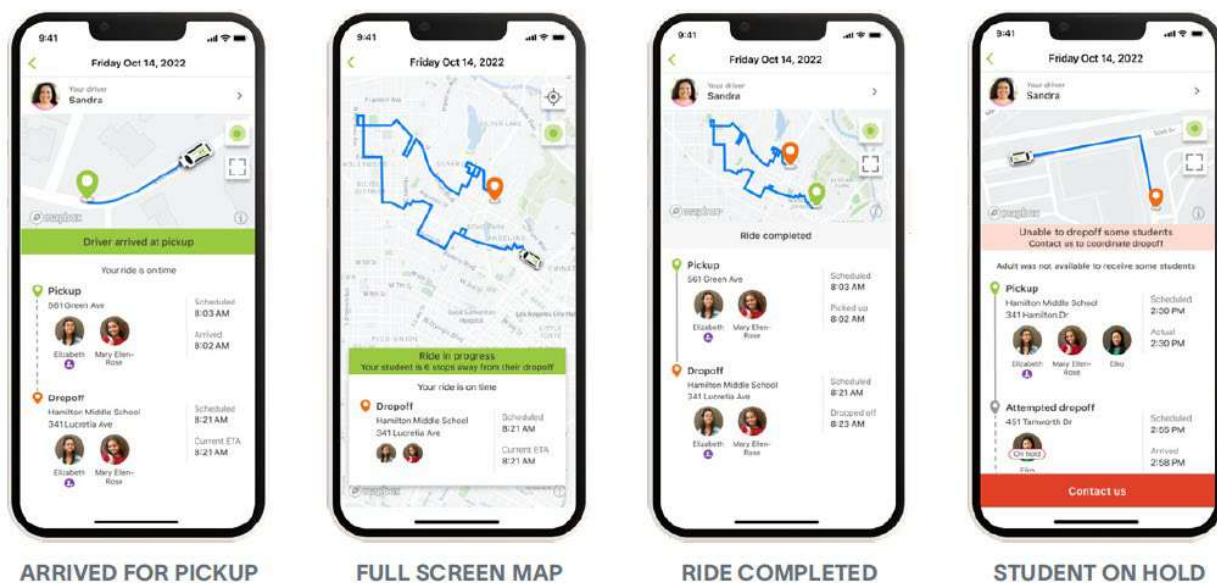
For the District administrators, providing the parents with an app means fewer phone calls - since parents have access to real-time ride tracking and receive automated notifications with an **AI-powered ETA.** Administrators appreciate that the app is trusted by parents across more than 130 school districts and 4,000 schools <u>with an App Rating on iOS of 4.5 out of 5 stars, and on Android an App Rating of 4.8 out of 5 stars.</u>

Additionally, Zūm's Parent App allows parents to rate their child's experience after every ride. Zūm's average parent rating is 4.9 stars (out of 5 stars) across more than 280,000 parent ratings, and we investigate any ratings of 3 or below to identify areas for improvement and determine next steps. Our solution empowers parents with detailed route information for each upcoming school year. The notification also includes pick up and return locations and times, as well as the names and contact information for the District. This helpful information ensures a smooth start to the school year.

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[6] https://www.ridezum.com/press-release/fast-company-2023-innovation-by-design-award/

> It went really great today for the first day of school. I loved it, and I love how the Zūm app **lets us know where the driver is.** It is perfect. **They should have had this years ago!**
>
> Parent
> *San Francisco Unified School District*

2.3.8 Integration with Synergy SIS

*2.3.8 Integration to Synergy SIS for parent login and connection to student/parents*

Our platform will integrate with Synergy SIS and is readily able to fetch the full student data suite. In our software, the District users can maintain detailed student profiles to accommodate (or calculate) student transportation eligibility. Users can tag students in the system with transportation types (such as door-to-door, corner-stop, wheelchair, special needs etc.).
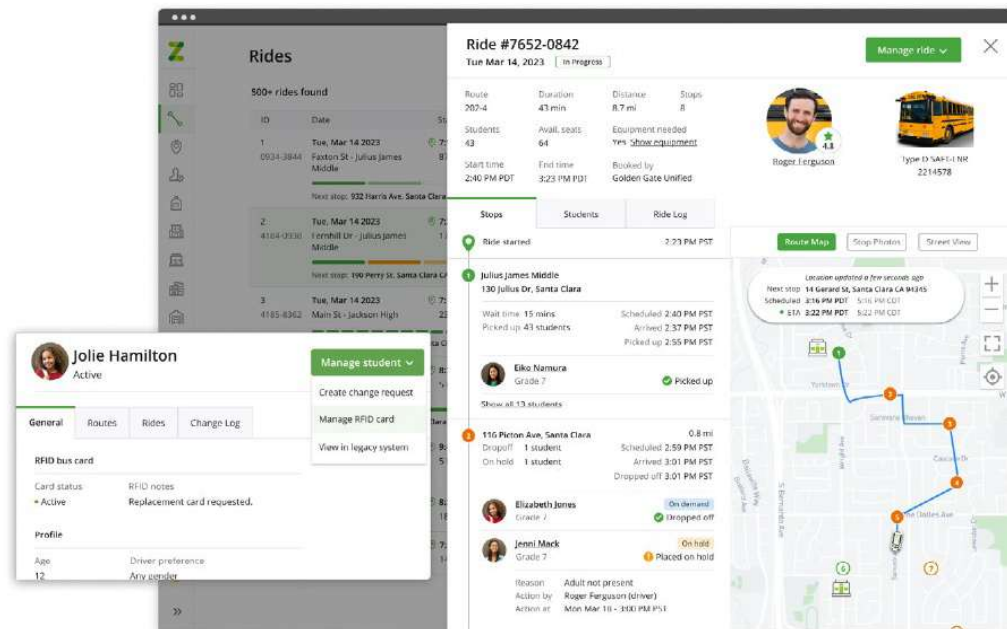
2.3.9 Geofence

2.3.9 Geofenced notification to parents when bus enters a set GPS range to their stop

Our platform seamlessly integrates with on-board GPS hardware providing real time tracking capabilities and easy access to GPS location and telematics data from vehicles. We have and can easily set up Geofence for automated notifications and tracking purposes. Stakeholders can access vehicle GPS and telematic data by searching for vehicles, drivers, or routes in the system.
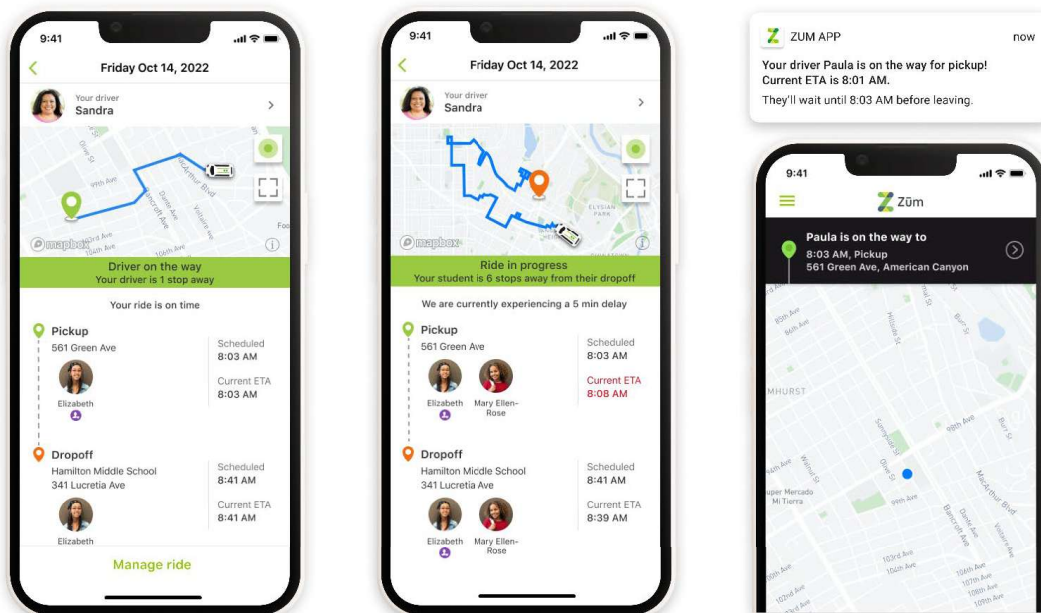

2.3.10 Real Time Communication

2.3.10 One way communication to dispatchers to definable scope of parents in real time

At Zūm, we understand the critical need to quickly and efficiently communicate accurate information to parents. We understand the challenge routers and dispatchers face when juggling multiple tasks, for example managing student/school information while routing the students safely and efficiently, and simultaneously communicating to stakeholders.

To address this issue, we built into our platform to identify students and proactively notify parents / guardians impacted by any route changes (either new students or time/stop/route number changes for existing students). Parents / guardians and school administrators can view route changes and detailed information on ride status in real-time. Our system sends an email (and optionally an SMS) to parents / guardians of the students with the full route information. Templates of route emails are fully customizable and can be triggered either manually or configured to automatically send emails at predefined frequency. Emails sent to parents contain full information about route number, time, and top location for all days for AM/PM.

Moreover, real-time GPS data also enables dispatchers to know which routes are running late, estimate the impact of routes on student's pickup/drop off, and at the single click of a button, send notifications to parents of students regarding status and potential delays. This feature, combined with real-time student ridership data, allows the system to provide parents / guardians with specific notifications related to any incidents or drop off delays impacting their child's ride.
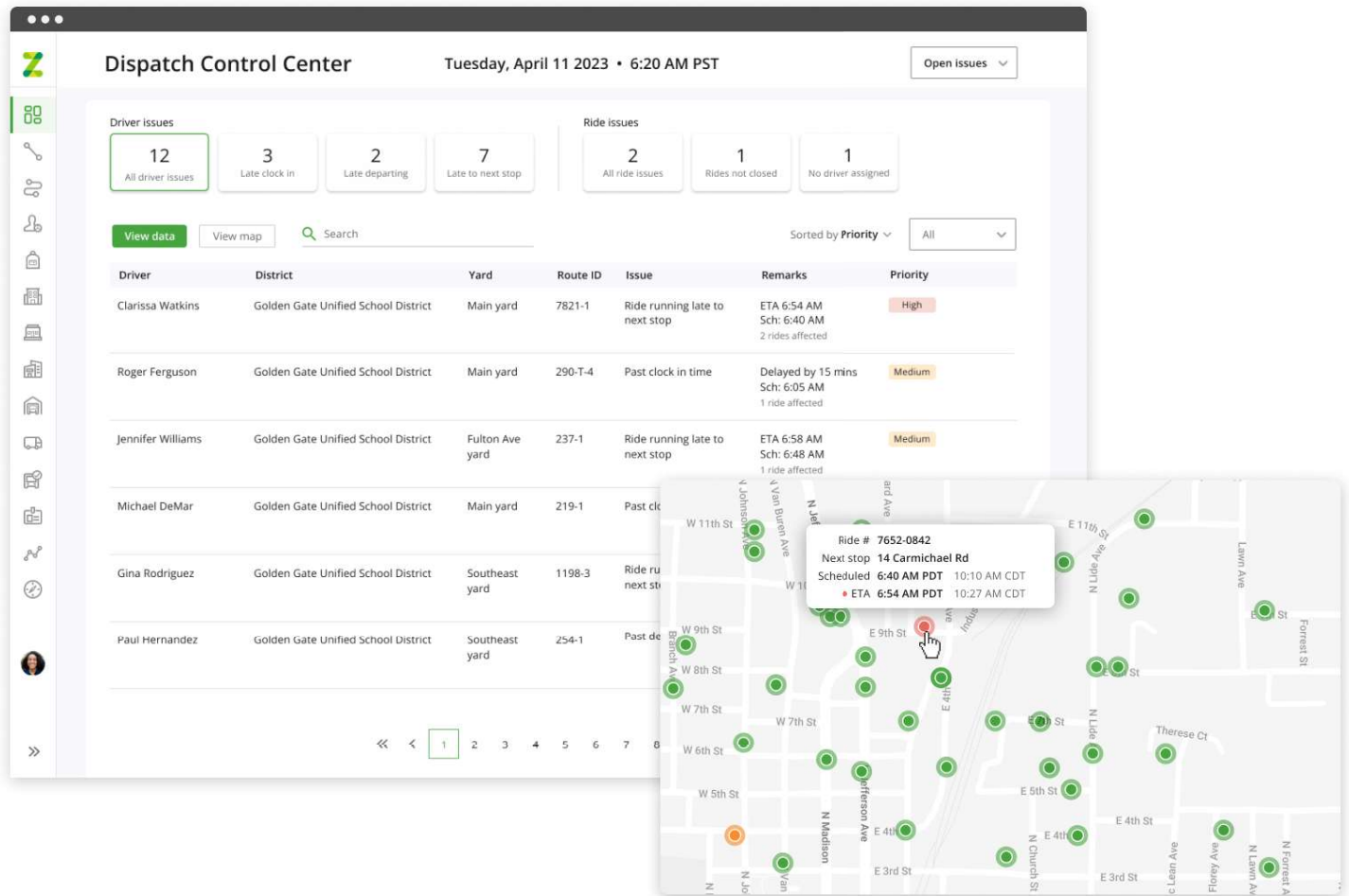
2.3.11 Information for Parents

*2.3.11 Information on a parent's specific student for check-on and check-off*

The Zūm platform and intuitive, user-friendly apps enable parents and school or district administrators to leave detailed notes or instructions for drivers regarding each student's specific needs, behavior, or medical information, as well as pick up or drop off instructions. This information is available to drivers in the driver tablet, where drivers can access this information for each of their routes, and any instructions for specific students assigned to their routes. With input from parents and administrators, drivers can provide exceptional care for each student, and, in turn, students feel safe and supported.
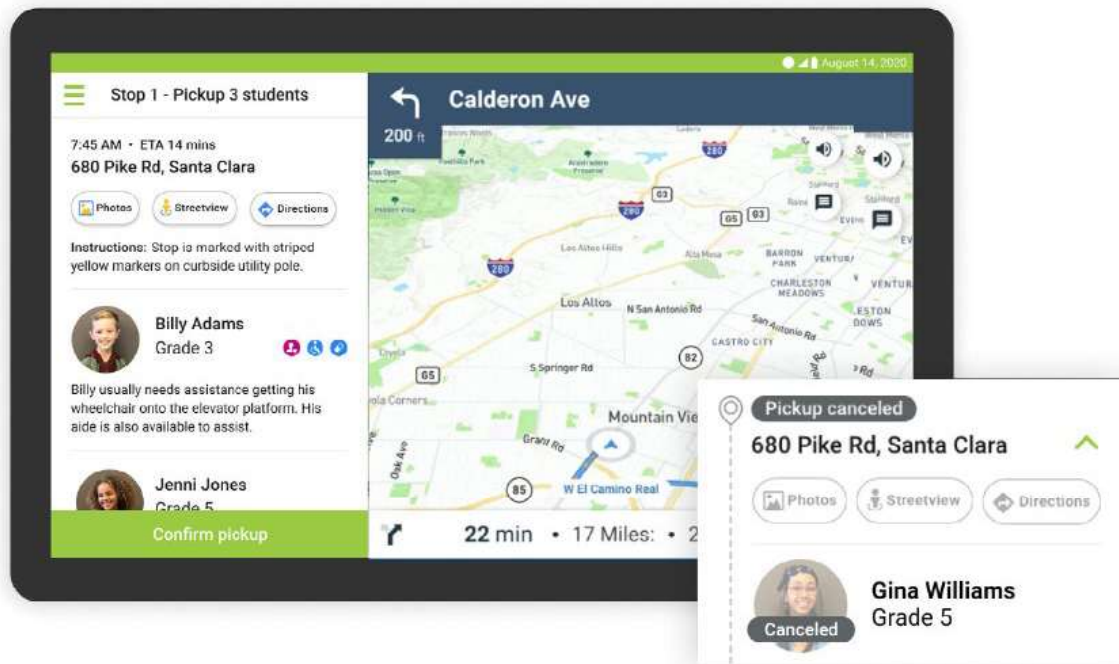
Zūm's Parent App empowers parents with detailed route information and offers long-awaited peace of mind through transparency, safety, and convenience. Parents can review comprehensive driver and vehicle profiles, cancel same-day rides, and leverage in-app customer support to communicate their questions and concerns in real-time.

Through the Zūm Driver App, installed on all onboard tablets, our drivers are given an unprecedented level of control and visibility into each route. Our Driver App offers comprehensive information about the route, stops, and students boarding at each stop, including specific pickup and drop-off instructions. We can easily update rides using the technology platform, and then rides are automatically shared with drivers via the onboard driver tablet, providing the most accurate and timely information available for each route and student. Furthermore, checking in students when boarding, and checking out students when leaving, allows the driver to account for all riders in the safest and most efficient manner possible.

Additionally, our solution assigns special needs to students on the student profile level, making it easier to track accommodations throughout the routing workflows. Further, routes can be tagged to accommodate specific needs that may require special configurations, such as wheelchair lifts, etc. Our routing software considers bus-monitors assignment on routes, and in some special cases, counts nurses (or aides) assigned to a specific student, in capacity planning on the routes.
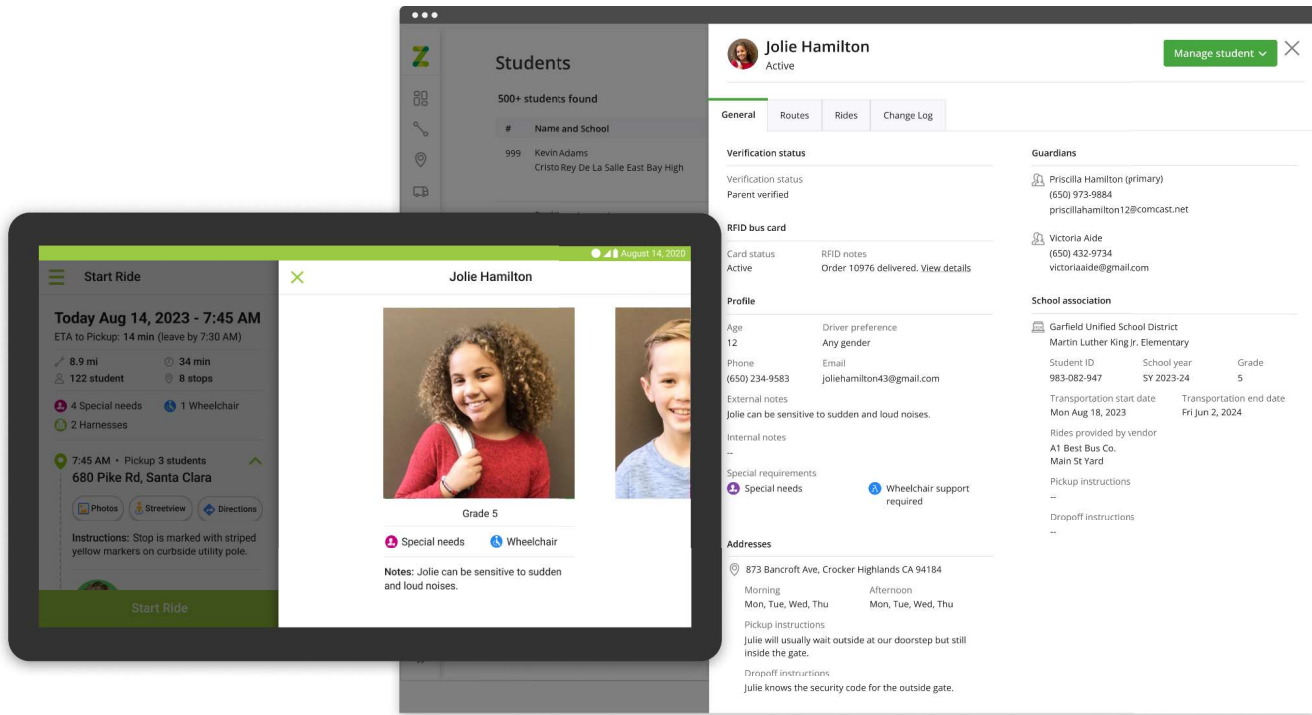
"I just wanted to take a minute to say how much our family appreciates Zūm's technology. The Zūm platform, with its real-time tracking, has **made our lives better on a daily basis, calming our morning routines and getting each day (and afternoon) off to a good start.** We have always been grateful for our bus drivers and service over the years, but this year is the best yet thanks to Zūm.

- Parent

Seattle Public Schools

# 2.3.12 Role Based Access for Parents

2.3.12 Login and parent account permissions linked to either Azure AD or Active Directory for staff users

With Single-Sign-On (SSO) and role-based access control, each school can view all rides coming to and from their school site and their estimated ETA, while parents have the access to real-time ride data for only their child(ren). Login and parent account permissions on the Zūm platform can be linked to Azure AD for staff users.

2.3.13 Routing Restrictions

2.3.13 No Go routing restrictions to systemically avoid prespecified roads

In our system, users can easily prespecify restricted roads to avoid and define exact pickup/drop off locations in the student profile. Our routing solution predicts if addresses on student profiles are on restricted roads and will proactively suggest timely and safe alternate options for pick-up and drop-off.
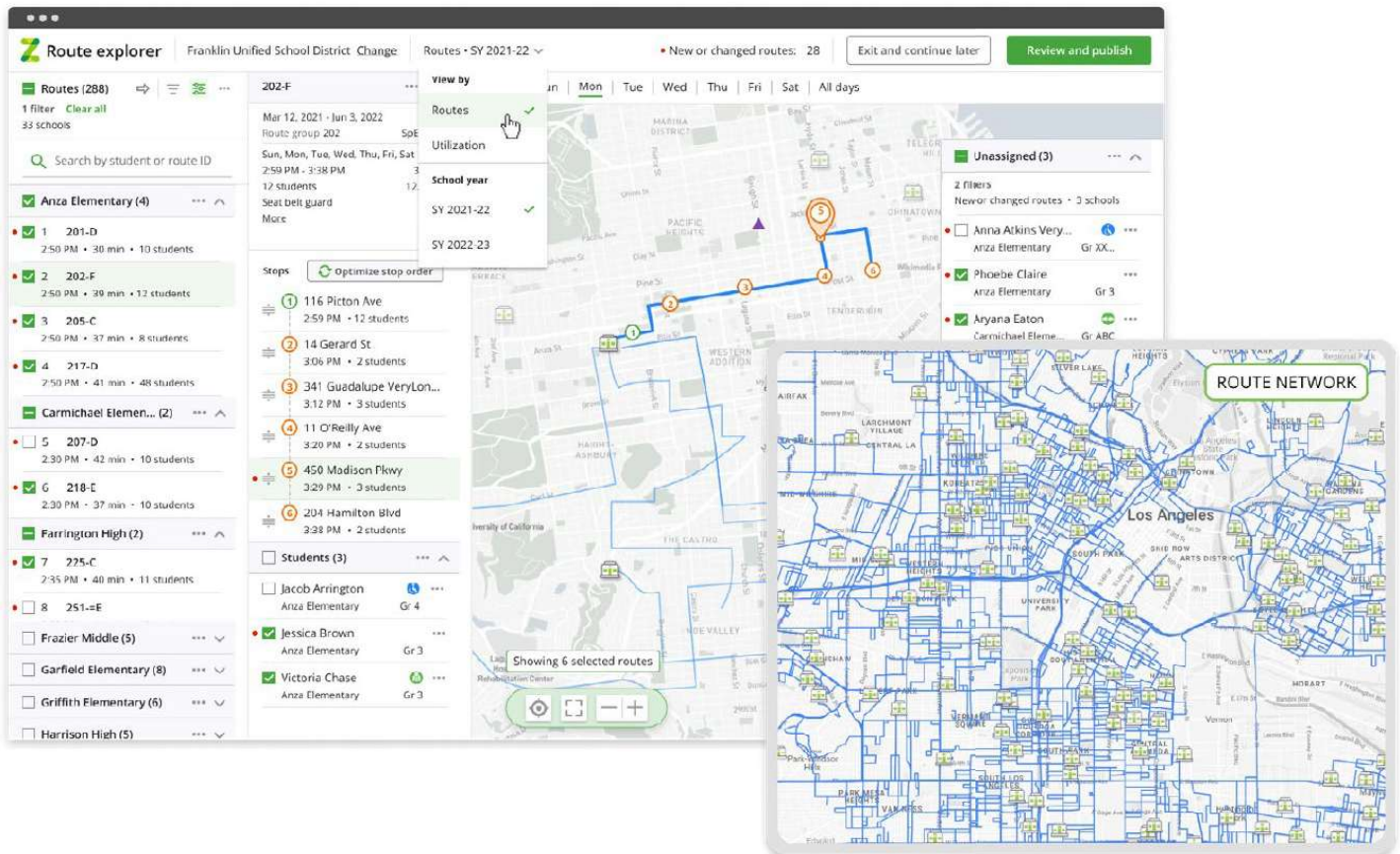
2.3.14 Integration with BusPlanner[7]
2.3.14 Integration into Bus Planner routing system

We built the Zūm platform to modernize student transportation, engineering a suite of products from the ground up to offer districts a cloud-based, end-to-end solution designed to eliminate the need for costly, piece-meal approaches to routing, ridership, and fleet management.

While our flexible system architecture will enable seamless integration with the District's existing routing system, if desired, Zūm's routing technology is readily deployable as a single solution to service PSD's full scope of needs. Our advanced routing technology is currently deployed as a standalone solution serving some of the country's largest and most dynamic school districts, including Los Angeles USD, San Francisco USD, Oakland USD, and Seattle Public Schools, among others.

2.3.15 Parent Account Support
2.3.15 District based parental account support

We will provide staffed customer service phone lines Monday - Friday (excluding legal holidays) from 4:00 AM - 8:00 PM MDT. We will also provide an on-call contact person after-hours, and an email address for written correspondence. Additionally, we are able to customize the Zūm Parent App to enable the support page to submit inquiries/complaints to the PSD Transportation team.

Moreover, our technical support service model ensures overall program success and includes:

- Single point of contact for all hardware & software support
  - Toll free number & email
  - 4:00 AM - 8:00 PM Mountain Time – Monday to Friday

- For critical incidents, 24/7/365 coverage is provided.

- Direct support from your technical contact

- Issues tracking system

- Accessible online knowledge database and FAQs

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[7] https://www.busplanner.com/index.aspx

2.4 Pre-Trip/Post-Trip (RFP 2.4)

2.4.1 Rider Onboarding/Offboarding

2.4.1 Checkpoint QR or Prox/RFID scanning

Ridership technology is fully integrated into Zūm's product portfolio. Zūm's ridership technology can integrate with the District's existing QR student cards technology and provide a seamless experience to the District to manage transportation.

We can also provide RFID cards already programmed to collaborate with our readers. Zūm's RFID Card system integrates cards, readers, and the driver app on the tablets and allows students to check in and out when entering and exiting the bus to increase safety and efficiency during the boarding process and capture more accurate attendance and performance data for improved transparency and real-time reporting.

Drivers can also check students in and out quickly using the Driver Tablet with an easy- to-use touch screen, which helps when transporting younger students or students with special needs who may not be able to use their RFID card.
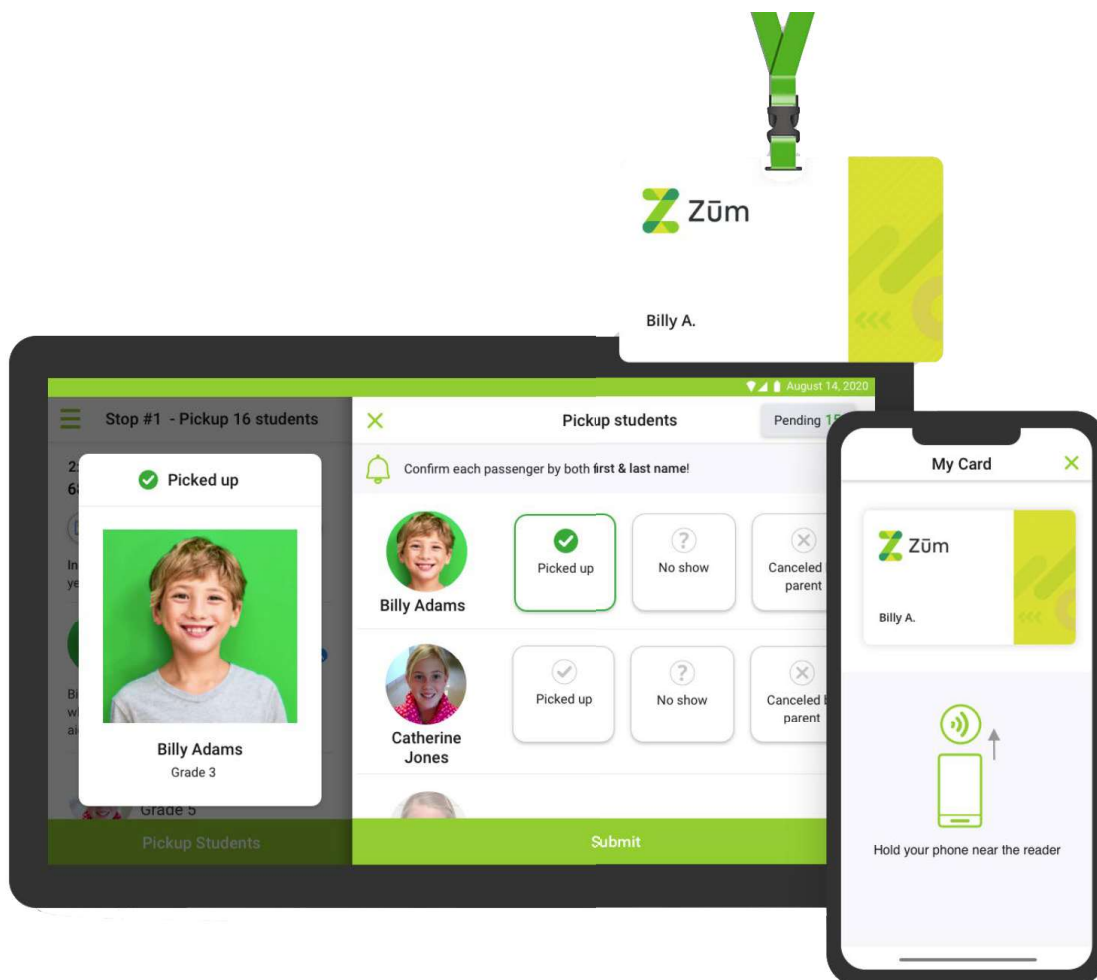
With our solution, the District can implement a strategy for monitoring actual ridership throughout the school year to aggressively identify stops, runs, and routes that could be consolidated or eliminated. Our solution will help the District Transportation Department maximize student ridership, allowing administrators to:

- **Easily manage** (including request, print, and program) thousands of RFID cards for new or existing students.

- **Access information in one location** as the data is integrated through the school portal.

- **Access accurate ridership data** knowing that students often forget to carry their cards or lose them.

- **See ridership information** in the context of rides and routes in real-time, so actionable information is available to relevant stakeholders for customer support, routing, and incident management.
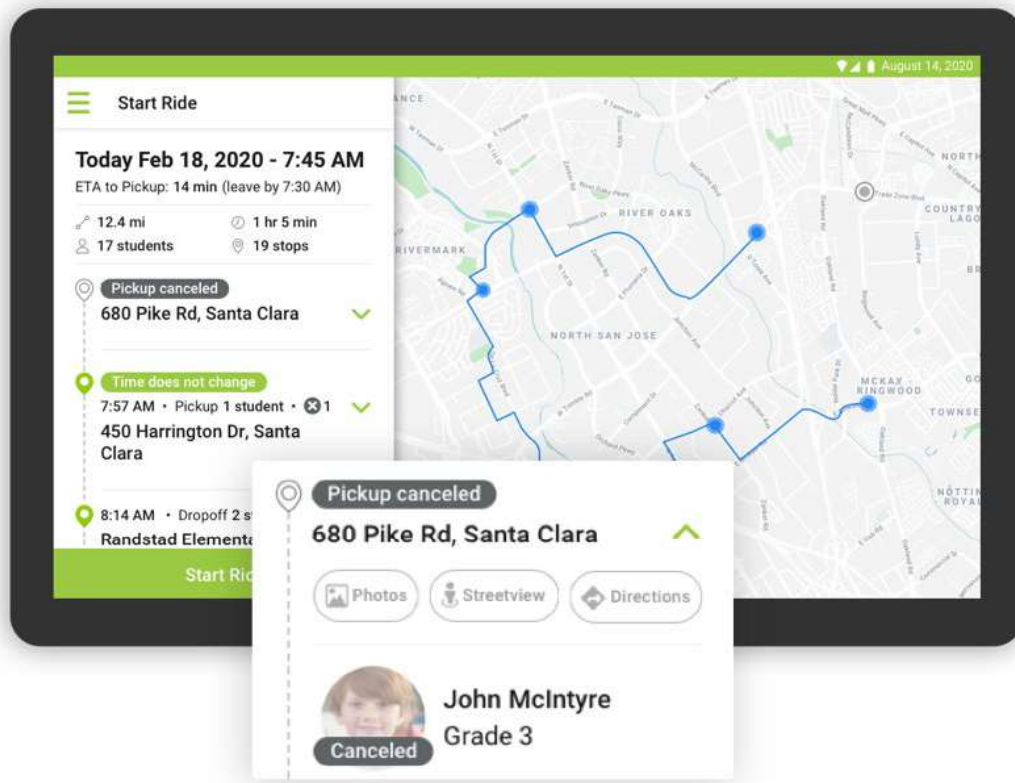
We provide tablets on buses to provide drivers with GPS directions, monitor student ridership, and provide employee (driver and monitor) time tracking functionality. Tablets allow drivers to receive real-time route updates, communicate with dispatch, check students in/out, see helpful student information and stop assignments, and follow turn-by-turn directions to stops.

The system connects with GPS and driver tablets to offer a seamless experience for managing routes, stops, students, and other helpful information.

Driver tablets in buses are integrated with RFID readers and work seamlessly with Zūm's driver application. Drivers have access to full student information for specific routes they are delivering. Students simply tap their cards at scheduled stops during boarding and disembarking. In cases where students forget or misplace their cards, drivers can manually check them in, ensuring precise ridership counts. Drivers have the capability to request new cards on behalf of students who encounter any problems with their RFID cards.

> **Even though I had never seen it like this before... I didn't have to guess to see anything... Very self explanatory.**
>
> - Driver
> *Seattle Public Schools*

2.4.2 Integrating with RTA

2.4.2 RAPI integrational options to RTA and/or other common ticketing/shop management solutions

We integrate with RTA Fleet Management Software[8] to visualize helpful maintenance information for District stakeholders in an easy-to-use dashboard. By integrating with RTA Fleet Management Software and surfacing the correct data, our solution will accurately track the status of buses in the District fleet. We also offer our own fleet maintenance capabilities if the District is interested.

Additionally, our solution offers an integrated Daily Vehicle Inspection Report (DVIR) function via the Driver App, allowing drivers and maintenance personnel to access vehicle status easily. It notifies maintenance if a vehicle requires attention. This seamless experience reduces the burden on the District team to track issues/ status updates.

2.4.3 Archivable Record Keeping

2.4.3 Archivable record keeping with 5 years of durability

Our platform will enable PSD to keep archived records for up to 5 years of durability.

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[8] https://www.rtafleet.com/

2.4.4 Integrated SSO Access for District

2.4.4 SSO user management integration to Microsoft Active Directory or Azure AD

With Single-Sign-On (SSO) and access control, each campus has the ability to view rides coming to and from their school site. Administrators can access reports such as attendance, on-performance, and data required for Medicaid reimbursement; book and manage field/charter trips; and request appropriate approvals for change management. Our School and District Portal / dashboard elevates the service levels and safety for students and families as school sites and district staff can track their child's vehicle in real time and get notifications. Also, it provides transparency and seamless reporting for school and district administrators for every ride as data is readily available empowering more data driven and timely decisions.
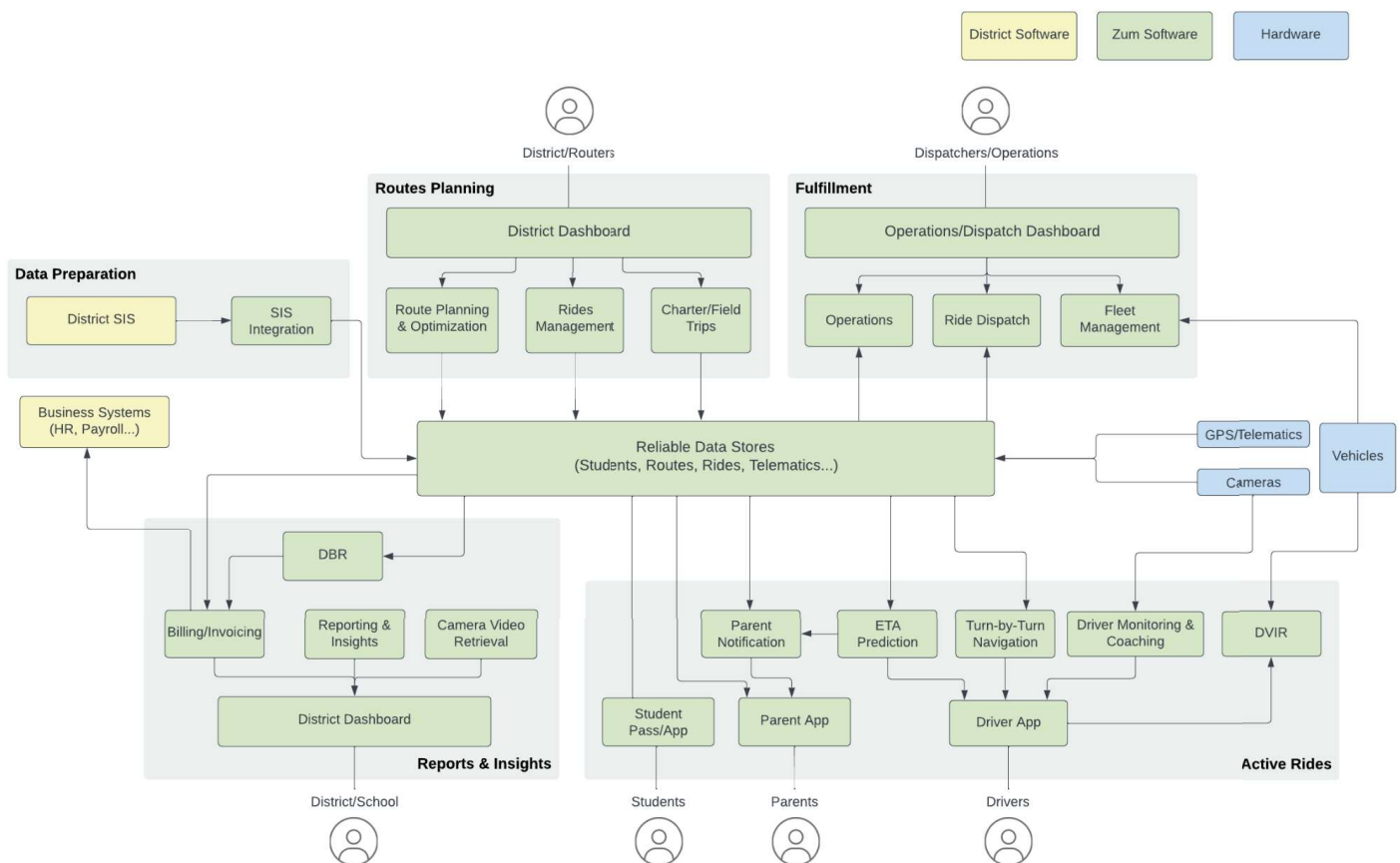
> I have closely worked with the Zūm team over the last 4 years, and have observed first-hand the benefit of their robust operations, technology-enabled transparency and data driven reporting. This is definitely the new era of Student Transportation.
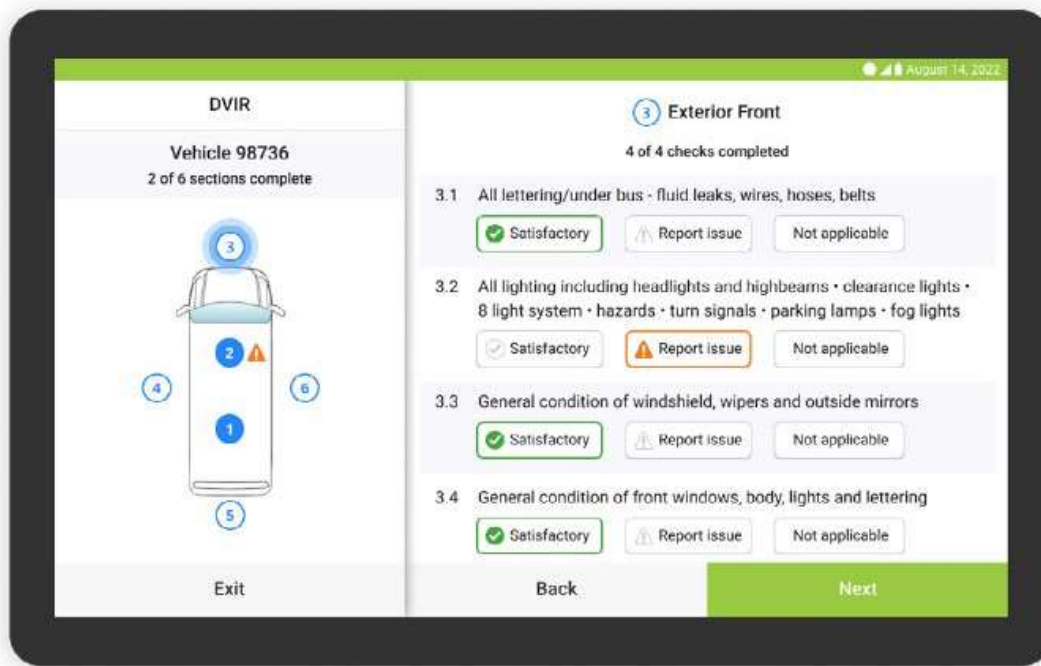
Kim Raney

EXECUTIVE DIRECTOR OF TRANSPORTATION
Oakland Unified School District

2.4.5 Individual Checkpoints

2.4.5 Timestamp of individual checkpoints and account completing the inspection

Our platform provides a comprehensive vehicle inspection workflow that leverages the power of software and hardware to deliver a unique industry solution. Zūm's Daily Vehicle Inspection Report (DVIR) function promotes optimal fleet performance and longevity with transparent timestamps of each inspection, alongside the account completing it, requiring thorough and compliant reporting for each PSD vehicle, every day.

DVIRs captured through the driver's tablet app using form templates that are customizable by vehicle type (e.g., School bus vs. van)

- GPS/telematics integration allows drivers to accurately report odometer readings for each DVIR
- Issues can be captured through detailed description and images
- Mechanics and operations managers have immediate access to submitted reports via the Zūm dashboard and fleet maintenance software
- DVIR issues are automatically generated in the fleet maintenance solution, facilitating work order creation and mechanic assignment
- Resolved issues are surfaced back in the driver tablet app for driver review, closing the resolution process
- End-of-day vehicle inspections are also supported through the closed-loop workflow, minimizing vehicle downtime by immediately notifying mechanics to critical fixes required prior to the next day

2.4.6 Photo Upload

2.4.6 Photo taking and upload for data delivery to ticketing solution

Our system includes a photo capture and upload feature, facilitating efficient data delivery to the ticketing system. This functionality allows for quick and easy documentation, enhancing the accuracy and effectiveness of the inspection process.

2.4.7 Integration with FuelMaster[9]

2.4.7 Integrational options to FuelMaster

Our system offers comprehensive integration options with FuelMaster, ensuring seamless data synchronization and enhanced fuel management capabilities. This integration is designed to optimize fuel usage tracking and provide valuable insights for more efficient fleet operation

2.4.8 Time-stamped Submissions

2.4.8 All submissions are time stamped and include SSO signed on user

Our system ensures all entries are time-stamped and include the Single Sign-On (SSO) user credentials. This feature guarantees the authenticity and traceability of each submission, enhancing security and accountability in the process.

2.4.9 Maintenance Support

2.4.9 Pre and Post trip submissions automatically generate shop tickets

We integrate with RTA Fleet Management Software to visualize helpful maintenance information for District stakeholders in an easy-to-use dashboard. By integrating with RTA Fleet Management Software and surfacing the correct data, our solution will accurately track the status of buses in the District fleet. We also offer our own fleet maintenance capabilities if the District is interested.

Additionally, our solution offers an integrated Daily Vehicle Inspection Report (DVIR) function via the Driver App, allowing drivers and maintenance personnel to access vehicle status easily. It notifies maintenance if a vehicle requires attention. This seamless experience reduces the burden on the District team to track issues/status updates and enables streamlined compliance with State and Federal vehicle maintenance requirements.

Zūm Daily Vehicle Inspection Report

Many school transportation providers continue to rely on paper Daily Vehicle Inspection Report (DVIR) forms, which becomes overwhelming at the scale of operations like the District where hundreds of inspections are submitted daily. Managing timely submissions, identifying vehicle issues, and arranging repairs can take days or weeks. This leads to extended vehicle downtime and increases risk to student and driver safety, impacting operations.

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[9] https://myfuelmaster.com/

Our platform provides a comprehensive vehicle inspection workflow that leverages the power of software and hardware to deliver a unique industry solution.
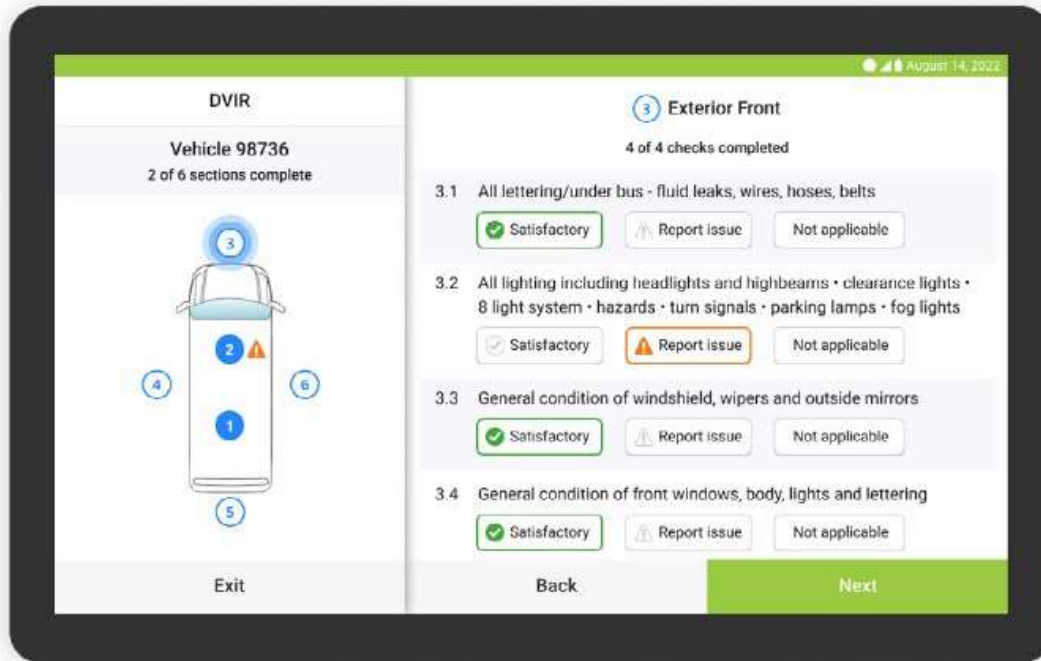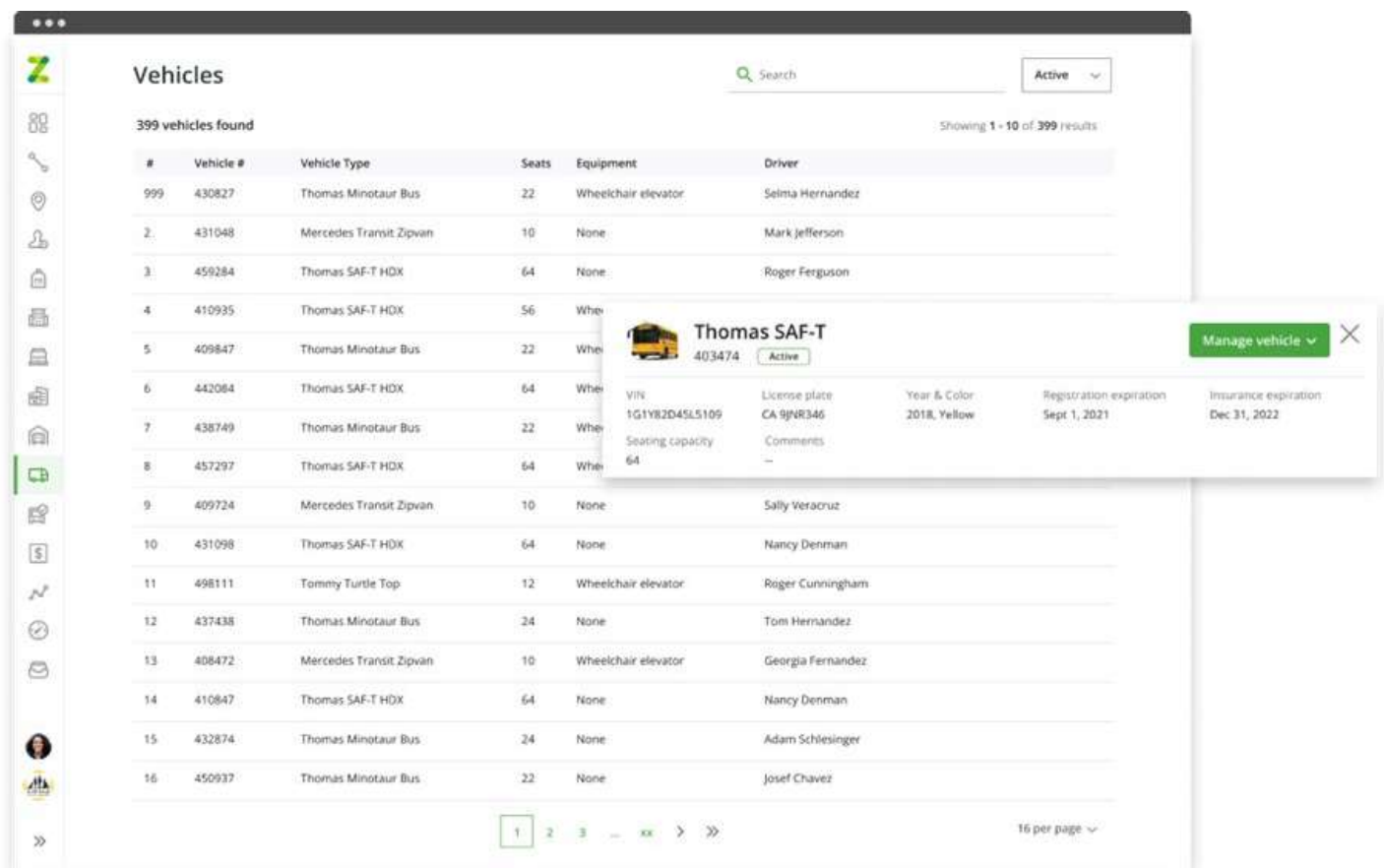

DVIRs captured through the driver's tablet app using form templates that are customizable by vehicle type (e.g., School bus vs truck/tractor)

- GPS/telematics integration allows drivers to accurately report odometer readings for each DVIR

- Issues can be captured through detailed description and images

- Mechanics and operations managers have immediate access to submitted reports via the Zūm dashboard and fleet maintenance software

- DVIR issues are automatically generated in the fleet maintenance solution, facilitating work order creation and mechanic assignment

- Resolved issues are surfaced back in the driver tablet app for driver review, closing the resolution process

- End-of-day vehicle inspections are also supported through the closed-loop workflow, minimizing vehicle downtime by immediately notifying mechanics to critical fixes required prior to the next day

2.4.10 Logs

2.4.10 Past vehicle logs are held locally on the vehicle device for 7 days and can be pulled historically via cellular access

With our advanced onboard technology, Driver App, and seamless integration with the District's fleet management software, past vehicle logs are readily held locally and on-cloud, available for view and download by relevant PSD and Zūm personnel via cellular and web access.

2.4.11 Mobile Tablets

2.4.11 Tablet needs to be mobile from the vehicle bound docking solution

We provide mobile tablets, safely removable from the vehicle docking station, on buses to provide drivers with GPS directions, monitor student ridership, and provide employee (driver and monitor) time tracking functionality. Our solution allows drivers to receive real-time route updates, communicate with dispatch, check students in/out, see helpful student information and stop assignments, and follow turn-by-turn directions to stops.

The system connects with GPS and driver tablets to offer a seamless experience for managing routes, stops, students, and other helpful information.

Driver tablets in buses are integrated with RFID readers and work seamlessly with Zūm's driver application. Drivers have access to full student information for specific routes they are delivering. Students simply tap their cards at scheduled stops during boarding and disembarking. In cases where students forget or misplace their cards, drivers can manually check them in, ensuring precise ridership counts. Drivers have the capability to request new cards on behalf of students who encounter any problems with their RFID cards.

> I have been driving school buses for 10 years, and always wondered why we were still stuck in the old world while Amazon, FedEx and others who moved just boxes and not kids like us were so modern and advanced. Then we were given Zūm technology last year, and **our lives as drivers transformed!**
>
> Zūm is an easy to use technology. It has exponentially improved students and family's experience and my relationship with them as a driver. Families, on their Zūm mobile app or via notifications, now know exactly when the bus is about to arrive and are ready to board the bus, children are not waiting outside and are happy and ready to get on the bus. **Ridership on my bus has increased just because families know reliably about the bus.** I, because of my Zūm tablet, now know each student by name, their needs and hand off instructions and it does not matter if I am driving or a cover driver, families on my route get the same great experience.
>
> Also, I have noticed that radio chatter has almost gone silent! Earlier, dispatchers and drivers used to be non-stop coordinating and communicating on radio. It was hard to look at a paper route sheet, focus on driving and talking on the radio all at the same time. **Now that everyone knows where the bus is and where the child is, questions back and forth on the radio between drivers and dispatch are almost eliminated. As drivers we can remain focused on driving and student's rides have become safer.** I also love the safety score system, driver coaching technology and parent ratings system! These tools provide us with ongoing feedback and help us improve everyday.
>
> There are many other advantages, like Zūm's clock-in, and the digital DBR system that has made our pay accurate and timely. We can keep track of our work hours with records from the tablet itself. Digital DVIR system has helped a lot as work orders get created instantly and maintenance of the bus is tracked to ensure any issues are resolved quickly. **Buses are fixed literally in hours rather than days as was before.**
>
> **As you can see, it's a much welcome transformation for drivers, students and families!**

Michael Fisher

ZŪM SCHOOL BUS DRIVER (LAUSD CONTRACT)
Member, Teamster Local 572

2.5 Additional Deliverables (RFP 3.0)

2.5.1 Schematics

3.1 Wiring schematics for all installation situations

Zūm's proposed solution is designed with hardware interoperability in mind and will require no proprietary wiring schemes as part of any installation situation. We will provide full detail and documentation on wiring schematics for installation following notice of contract award.

2.5.2 Hardware Inventory

3.2 Part numbers and locational inventory for all hardware installed

Zūm and its providers will work collaboratively with the PSD transportation to streamline all aspects of hardware delivery and installation, sharing part numbers and locational inventory information for all hardware installed.

2.5.3 Hardware Warranty

3.3 Warranty Information

The industry-leading technology we employ in our student transportation solution is intentionally selected for its reliability and durability.

Our providers offer the following warranty periods for proposed equipment:
- Interior Cameras - 5 Years
- Exterior Cameras - 1 Year
- DVR's – 3 Years
- Hard Drives & SSD – 1 Year

The warranty periods commence on the date of shipment. During the period of the warranty, Gatekeeper Systems, at its discretion will repair and/or replace all improperly functioning equipment caused by a manufacturing defect. This warranty does not protect against accidental or intentional damage.

2.5.4 Support Pathways

3.4 Support Pathways

Customer Service Commitment

Zūm is committed to supporting the District stakeholders through comprehensive training and exceptional, ongoing **single point of contact** for all **hardware & software** support. Being a SaaS solution, the Zūm platform continuously evolves. We release and deploy new features seamlessly across our cloud-based platform. To ensure the District personnel are aware of these new features and functionalities, we provide release notes, descriptions, and training (as required) on an ongoing basis.

For all our district partners, and our own operation, we maintain our platform through high quality customer service. Using an agile software development life cycle, we continually upgrade and improve our platform solution. Throughout the course of our contracts, we continue to meet regularly with our partner districts to ensure we adapt and adjust as needed to meet our partner district's current and long-term needs. Zūm's technology platform and team are flexible, responsive, and agile, which allows us to manage increased workload and complex requirements while maintaining high levels of customer satisfaction.

Agile Software Development Life Cycle

We pride ourselves on the fact that our trainers and training content are exceptional. Unlike our competitors, we both operate school transportation facilities and projects and use our own in-house technology at scale. We understand what it takes to train large, diverse user groups (drivers, dispatchers, routers, IT staff etc.). Our training encompasses change management for updates to process and software. We frequently refine and refresh our training content to ensure it is truly customized and effective for each user group.

We will provide a mix of synchronous in-person, instructor-led training (ILT) and asynchronous, self-paced e-learning to meet diverse needs of users. Some user groups, such as drivers and fleet maintenance staff, will benefit from in-person training. While other, more distributed staff members, may prefer web based (Zoom or Teams) training.

Service Level Agreement for Issue Claims and Repairs

Upon the contract award, we will work with the District to develop a mutually agreed upon Service Level Agreement (SLA) to ensure long-term success of the product implementation and to develop a positive relationship with District stakeholders. Our current SLA is based on severity of issues outlined as follows:

- **P0**: Critical, urgent concerns/emergencies that impede successful district operations.
    - Acknowledged by Zūm within 30 minutes.
    - Resolved within 24 hours

- **P1**: System bugs that require Zūm's development team's attention. (i.e., the system is not working as designed or intended)
    - Acknowledged by Zūm within 2 hours.
    - Resolved within 2-3 business days

- **P2**: Routine, transactional issues that do not require new feature development.
    - o Acknowledged by Zūm within a business day
    - o Resolved within 5-7 business days

We continuously monitor important metrics to ensure we meet the established SLAs. We have processes in place to promptly notify the correct District personnel in case of any disruption and subsequent resolutions. In case help is needed, Zūm will provide contact information to the District staff on how to reach relevant team members for technical assistance, such as our Project Manager, our Technical Contact, and our customer support line.

Technical Support

We are committed to providing dedicated continuing technical support from all parts of our organization including, but not limited to, our technology and field support teams to ensure successful project rollout. We will address and resolve challenges or issues in a timely manner, as per the agreed upon SLAs.

After successfully launching our technology on schedule for our district partner operations, we provide robust technical support. Zūm has extensive experience deploying our technology platform, providing exceptional customer service, and meeting or exceeding the agreed upon SLAs across more than 130 school districts across the U.S.

For all our district partners, and our own operation, we maintain our platform through high quality customer service. Using an agile software development life cycle, we continually upgrade and improve our platform solution. Throughout the course of our contracts, we continue to meet regularly with our partner districts to ensure we adapt and adjust as needed to meet our partner district's current and long-term needs. Zūm's technology platform and team are flexible, responsive, and agile, which allows us to manage increased workload and complex requirements while maintaining high levels of customer satisfaction.

Our technical support service model ensures program success and includes:

- Single point of contact for all **hardware & software** support
    - o Toll free number & email
    - o 4:00 AM - 8:00 PM Mountain Time – Monday to Friday
- For critical incidents, 24/7/365 coverage is provided.
- Direct support from your technical contact
- Issues tracking system
- Accessible online knowledge database and FAQs

Zūm has extensive experience deploying our technology platform at scale. We will use the same proven strategies and playbook to implement our platform in over 130 school districts to successfully support the Districts transportation technology implementation. Our well-vetted approach to managing post-go-live support includes the following actions:

1. **Providing Continuous Technical Support**
   During the rollout of our platform for each new district partner, we provide comprehensive technical support options. We provide detailed instructions on how to contact Zūm Technical Support for any issues available via several methods such as a ticketing system, email, chat, and telephone.

   a. **Managing the Issue Tracking and Ticketing System**
      Zūm uses a ticketing system that allows partners, including our districts, schools, parents, and drivers, to reach out to technical support by creating a support ticket with a brief description of the issue. We assign each issue a severity/priority. Our technical support team addresses the issues based on their severity and assigns them to a Zūm Engineer to resolve.

   b. **Responding & Resolving Issues**
      Based on the mutually agreed-upon response and resolution time in the SLAs for each contract, the Zūm Engineering and Support teams rapidly resolve the tickets and provide continuous updates on the ticket status.

2. **Updating and Maintaining Knowledge Base and Documentation**
   We maintain and share a comprehensive knowledge base and documentation for the Zūm platform, which include FAQs, best practices, troubleshooting guides, and online training. We keep this knowledge base up to date with newly discovered resolutions and user feedback.

3. **Proactive Predictive Monitoring**
   Zūm has dedicated significant effort to developing proactive predictive monitoring capabilities that can identify potential issues before they occur. With this technology, Zūm's engineers receive alerts when predefined metrics exceed certain thresholds. This enables us to quickly determine the root cause and implement a solution to minimize any negative impact on operations.

Our technical support team will respond to concerns, thoroughly investigate any issues, problem solve, and escalate inquiries as appropriate to ensure swift and effective resolution. Our teams collaborate cross functionally to provide exceptional technical and customer support.

Escalation

Using a ticketing system, we implement a tiered approach to escalation: The District contacts our Technical Support; Technical Support assigns a ticket and prioritizes the request.

- **Tier 1**: The technical support team conducts an immediate assessment to determine the severity of the issue. Each request is tagged with a priority level based on its impact and urgency. Initially, the issue is addressed by our Tier-1 support team. They aim to resolve the majority of concerns swiftly using their expertise and available tools.

- **Tier 2**: If the Tier-1 support team cannot resolve the issue within a pre-defined time frame or if it's beyond their scope, it's escalated to our Tier-2 team. This team consists of specialists with deep technical expertise.

Hardware Installation & Support

We propose to incorporate hardware such as cameras, tablets, and RFID readers from partners such as Gatekeeper, Samsung, and GeoTab. As the District's implementation partner on this project, we take full responsibility for installation and testing all hardware. We select our hardware suppliers and installers based on their high-quality equipment and exceptional customer service. Zūm has built extensive integration with these hardware providers. We have been actively using this hardware on our own fleet of school buses for over three years.

We will incorporate into our process time and opportunity for the District to test and accept each physical installation on vehicles. We understand that outside agencies such as the Colorado Department of Transportation may also inspect hardware on vehicles. We are an experienced provider of school busing and student transportation software and hardware programs across the United States. Our installations have passed inspections in all school districts where we have deployed software and hardware solutions on our buses.

Gatekeeper will utilize its installers to install the mobile DVR equipment on buses. Installations will be completed during the requested hours of 8:00 – 17:00 MDT and, further, can be undertaken in the evenings and on weekends not to disrupt the daily activities of the District, should it desire. Timelines and implementation will be determined based on the requirements of Poudre School District. Its anticipated installations can be completed on 3-4 buses per day, depending on availability of buses and the timeline.

Gatekeeper has trained and factory certified firms who travel to the installation location. The firms can assemble sizable teams in order to meet short installation time requirements. Gatekeeper will project manage the installation team, closely monitor the quality of the installation and work with the contract installation team to ensure the following:

- Daily communication between the installers and the customers implementation personnel
- Regular updates as to progress made (vehicles installed) and planned installations
- Ensuring the quality of workmanship
- Ensuring the mobile DVR and cameras are installed and configured correctly
- Addressing any issues that may arise during the installation

Installation of tablets, GPS telematics, and RFID readers etc. by our preferred contracted installers follows a similar standard and procedure as Gatekeeper for cameras. As outlined in our implementation timeline and subject to vehicle availability and district timeline, we will be able to complete installation well in time to meet the district's 90-day plan, as time taken per vehicle is far less than a full camera installation. Furthermore, we can assemble a team to accommodate a shorter timeline, should the District require.

2.6 Personally Identifiable Information

3.5 Data Usage Disclosure – PII Compliance for Colorado State Standards

Using accurate and secure student data to drive transportation planning is vital to PSD and Zūm's success. We understand the significance of data integration for this project. Our team of system experts will collaborate closely with key stakeholders to create a project plan and timeline for integrating data for all systems based on need and capabilities.

We also approach our responsibility to protect personally identifiable information (PII) with a singular focus and commitment. We protect data in transit and at rest in our platform. Our partnership with Poudre School District will be built on safety, trust, and transparency and our operations will remain in strict PII compliance for Colorado State Standards throughout the duration of our service to the Poudre community.

2.7 Installation Schedule

3.6 Installation schedule 8:00-17:00 MDT

Zūm and its hardware providers will undertake all hardware installation within the requested hours of 8:00 AM – 5:00 PM MDT.

Minimum Vendor Qualification
3. Requirements

- 3.1 Implementation Plan

- 3.2 Compliance with Applicable Provisions

- 3.3 Sales Representative

3. Minimum Vendor Qualification Requirements (RFP 4.0)

3.1 Implementation Plan (RFP 4.1)

4.1 Vendors must provide a sample 90-day implementation plan that addresses the following:

3.1.1 Timeline/Milestones

4.1.1 Timelines/milestones

We provide a sample 90-day implementation timeline herein. Milestones and dates are subject to change, following award of contract and subsequent discussions with the District.

Our skilled and experienced team of engineers, product leaders, and trainers will have our cloud-based routing software deployed rapidly and ready for rigorous testing and rollout in advance of service commencement. Key milestones along this roll-out include, but are not limited to:

- Custom SSO setup
- Data migration & District onboarding
- Integrate stop-time history, scan history for student ridership, stop location data, historical pre/post trip data, other data identified as needed for one-time setup
- Zūm routing platform setup and configuration
- Create sample routes and run routing optimizations on Zūm platform
- Finalize SOP and configurations related to ongoing route changes
- Launch pilot - training and testing with select routers
- Train all backend and frontend users of the Zūm platform

Timeline

We provide a comprehensive sample, 12-week implementation plan on the following pages.

	Sample Pre-Launch Timeline (Weeks):						
	1-2	3-4	5-6	7-8	9-10	11-12	LIVE
TRACK A Project kickoff	██	██					
Kick-off, establish project team, define deliverables and timelines	██	██					
TRACK B District data integration and single sign-on (SSO) setup		██	██	██			
Initiate and sign data usage agreement		██					
Set up and integrate student and parent/guardian data with district SIS and Zūm platform			██				
Set up and integrate campus data, including school belltime and calendars			██				
Onboard and set up SSO for district staff			██				
TRACK C Routing platform		██	██	██	██	██	
Integrate with BusPlanner and import existing routing and stop location data		██	██				
Create sample routes and run routing optimizations on Zūm plaform			██	██			
Finalize SOP and configurations related to ongoing route changes					██	██	
TRACK D **Bus Camera Safety**			██	██	██	██	
Bus Camera installation			██	██	██	██	
Bus camera platform training & rollout					██	██	
TRACK E Driver tablet, Driver App, RFID, and telematics			██	██	██	██	██
Install tablets and GPS hardware on buses			██	██	██	██	
Set up driver app, including DVIR, DBR, and activities				██	██	██	
Launch Driver App pilot – driver training and testing on real routes					██		
Phased rollout of driver app to all drivers						██	
Set up and issue RFID ridership cards to district for distribution to students						██	

	Sample Pre-Launch Timeline (Weeks):						
	1-2	3-4	5-6	7-8	9-10	11-12	LIVE
TRACK F Dispatch/operations management					■	■	■
Launch pilot – training/testing of dispatch dashboard with vendor and district staff in one yard/region					■		
Finalize SOP and communication protocols for daily operations mgmt (before, after, & on day of service)					■	■	
Training and rollout to all district staff						■	
TRACK G Fleet tracking and maintenance – integration and management				■	■		
Integrate with fleet maintenance software				■	■		
TRACK H Field and athletic trip module				■	■	■	■
Setup, integrate and configure trip booking module				■			
Pilot with handful of users					■		
Incorporate feedback and rollout field trip module to all schools and users, including training					■	■	
TRACK I Parent mobile app						■	
Launch Zūm parent app (iOS and Android), including live tracking and notifications						■	
TRACK J Live tracking on Zūm online school portal						■	■
Launch Zūm school portal to track buses real-time for all district and school staff						■	
Zūm school portal training for district and school personnel						■	

Our vetted implementation strategy combined with our first-hand functional knowledge and experience and modern cloud-based software, allows us to expedite the launch of the first milestone in a matter of weeks versus years. We will conduct our first Go-Live with our Data Integration Track within two to four weeks of the award followed by subsequent launches happening roughly biweekly. We planned the proposed tracks, schedule, and milestones so that we can pull forward launches sooner than later considering Zūm's experience as well as phases that have minimum dependencies and require low effort in configuration or change management.

Additionally, our approach involves doing pilot rollouts of our releases that test the features with a small group of users. Based on the lessons learned from the pilot, we will adapt our implementation and roll out new functionalities to all user groups, ensuring that we maintain quality throughout the project implementation life cycle. Our proven implementation and training strategy also ensures there is minimum to zero impact on day-to-day operations.

We aim to test and roll out every track in a staggered way to be ready for the District's use. It also includes time to conduct a pilot along with user training to ensure smooth rollout. The timelines are based on the sample transition timeline provided in the RFP and are subject to change pending any subsequent award data and review with the District team.

Project Methodology

With our deep first-hand experience in both technology and operations, as well as projects of comparable size, Zūm has extensive implementation and project management expertise deploying our fully integrated cloud-based solution to manage, monitor, and optimize every aspect of school transportation services for a variety of school districts across the United States. No other technology provider can back its solution with the functional expertise accrued by supporting over 15 million miles our vehicles have performed for school districts and capabilities; no legacy student transportation provider can deliver the level of innovation, integration, and affordability provided by our platform.

We have successfully developed our well-vetted product and technology implementation and deployment approach for school districts such as San Francisco USD, Oakland USD, Seattle Public Schools, and Spokane Public Schools. Our playbook is based on extensive experience and learning from these successful technical implementations with such large school districts facing similar challenges as the District. We use best-in-class technology strategies including:

A. Breaking down the overall project using Agile methodology in smaller logical chunks or tracks that deliver working software throughout the project lifespan

B. Collaborating with the District stakeholders frequently and transparently throughout the project implementation lifecycle and post go-live

C. Delivering working software/hardware for each track frequently for users every few weeks to ensure the District users benefit sooner rather than later

D. Taking an iterative approach with continuous planning, analysis, deployment, and evaluation

E. Applying and adopting the plan based on learnings from small pilot user group before expanding implementation to full user group

F. Implementing modular strategy with parallel tracks that have limited dependencies on each other

G. Ensuring technology, people, and processes are working harmoniously for an effective and seamless rollout

Management Plan Major Phases

The implementation roll-out plan (including software and hardware) is divided into major tracks that run concurrently with each track having five key phases and additional sub-phases. This ensures we have a structured approach to software launches to maximize user adoption, minimize disruptions, and ensure a smooth transition.

Phase 1: Initiation & Kick off
- **Sub-Phase 1: Program Definition and Scope by Hosting a Kickoff Meeting**
  - Host a kick-off meeting to share and align program's objectives, goals, and scope with all stakeholders.
  - Share roles and responsibilities of Zūm team members responsible for managing the implementation, technical integration, and platform deployment.
  - Identify key District stakeholders and establish clear communication channels including cadence.
  - Review, refine and align each track, high-level project plan and milestones for each track.
- **Sub-Phase 2: Program Governance and Leadership**
  - Establish a program governance structure with defined roles and responsibilities and assemble a core program team.
  - Define decision-making processes and establish regular reporting mechanisms to ensure transparency.
  - Finalized change management processes.

Phase 2: Requirements Gathering and Gap-Analysis
- **Sub-Phase 1: Current State Assessment**
  - Conduct requirements review as well as assessment of existing processes, systems, and workflows including gap-analysis
  - Identify pain points, bottlenecks, and areas for improvement not captured elsewhere
  - Collaborate with stakeholders and SMEs (Subject Matter Experts) to gather their inputs and feedback via a mix of customized techniques including interviews, workshops, field
- **Sub-Phase 2: Future State Definition**
  - Collaborate with stakeholders to define the desired future state of processes based on RFP requirements and above assessments.
  - Identify process improvement opportunities and set performance metrics.
  - Document and communicate the future state vision to all relevant parties.

Phase 3: Solution Design and Development
- **Sub-Phase 1: Solution Identification and Evaluation**
  - Based on the above requirements gathering step, share proposed solutions and determine their suitability. Adjust as needed.

- **Sub-Phase 2: Solution Configuration and Customization**
    - Configure the chosen solution(s) to meet the tracks' specific requirements.
    - Develop customizations or integrations as needed to align with existing systems.
    - Conduct rigorous testing and quality assurance to ensure solution reliability across all documented test scenarios.

Phase 4: Implementation and Deployment

- **Sub-Phase 1: Pilot Rollout**
    - Provision and configure the cloud-based software remotely.
    - Install hardware (e.g., driver tablets, GPS trackers, etc.) in batches.
    - Deploy and implement the solution in a controlled environment or select a pilot department or group of users to test solution
    - Conduct testing, gather feedback, monitor performance, and address any identified issues.
    - Adjust the implementation approach based on lessons learned during the pilot.
- **Sub-Phase 2: Full-Scale Rollout after successful completion of Pilot rollout**
    - Develop a detailed rollout plan, including timelines, resources, and communication strategies.
    - Execute the rollout plan, ensuring minimal disruption to ongoing operations.
    - Provide training and support to end-users to facilitate smooth adoption.

Phase 5: Post Launch Monitoring and Continuous Improvement

- **Sub-Phase 1: Performance Monitoring and Evaluation**
    - Establish performance metrics and key performance indicators (KPIs) to measure success.
    - Monitor and evaluate the implemented processes and solution(s) against established KPIs.
    - Identify areas for improvement and address any performance gaps.
- **Sub-Phase 2: Continuous Optimization**
    - Regularly review and optimize processes to ensure ongoing efficiency.
    - Collect feedback from users and stakeholders to inform further enhancements.

Being a SaaS solution, the Zūm platform continuously evolves. We release and deploy new features seamlessly across our cloud-based platform. To ensure the District personnel are aware of these new features and functionalities, we provide release notes and descriptions.

3.1.2 Custom set-up
4.1.2 Custom set-up

With extensive hands-on experience in operating transportation services and utilizing our own software, we have a deep understanding of this industry. Our integrated platform leverages innovative technology to provide seamless solutions, while our deep expertise in student transportation ensures comprehensive offerings specifically tailored for Poudre School District.

Flexible and Scalable Systems Architecture

Our platform will allow PSD to consolidate and simplify a multitude of system functions onto a single platform, serving the varied needs of stakeholders and end-customers through a flexible and extensible systems architecture.

- Unified, modular, and integrated architecture covering entire life cycle of student transportation
- Built purposefully on the cloud to support high reliability, scalability, availability & security
- Built with API first principle to handle easy integration with PSD systems
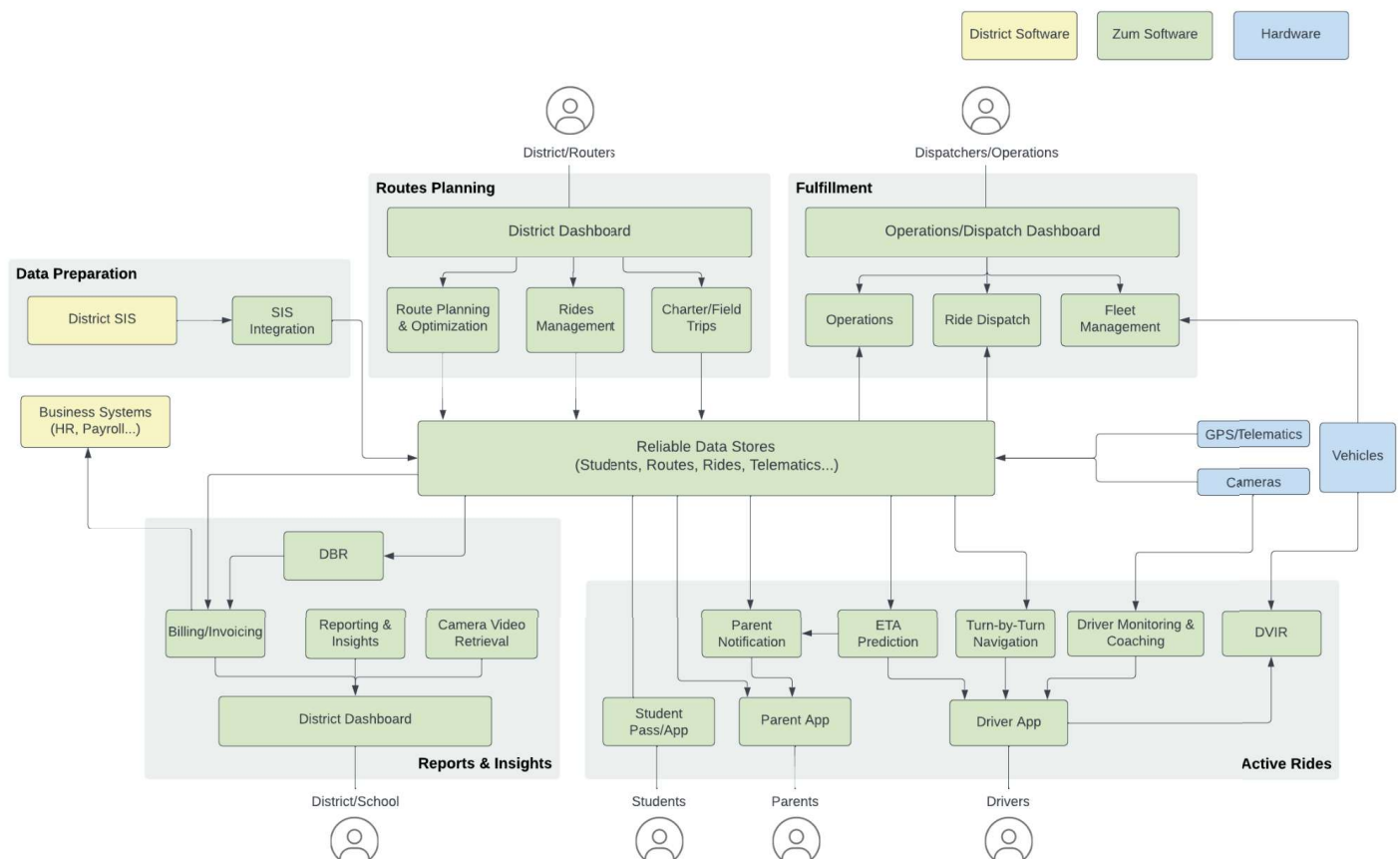
3.1.3 Onboarding

4.1.3 Onboarding

Zūm has extensive district onboarding and implementation experience providing our fully integrated cloud-based solution to manage, monitor, and optimize every aspect of school transportation services, as well as providing full transportation services, using a multi-sized fleet to deliver all types of transportation for school districts across the United States. No other technology provider can back its solution with the functional expertise we've accrued from over 15 million miles our vehicles have performed for school districts; no legacy student transportation provider can deliver the level of innovation, integration, and affordability that our platform provides.

One of the pillars of our success is our approach to the project management of our product implementation and deployment. We have deployed our well-vetted approach in transportation technology implementations for school districts such as Los Angeles USD, San Francisco USD, Oakland USD, Seattle Public Schools, Spokane Public Schools, and Howard County Public School System. We created our playbook based on extensive experience and learning from these successful technical implementations with large school districts facing similar challenges as PSD.

PSD will benefit from the knowledge we gained and lessons we learned deploying and managing transportation systems across some of the nation's largest, most innovative school districts.

Onboarding for Sustained Success

Our tested, collaborative onboarding and customer service approach in each school district we work with includes the following steps:

I. **Hosting Kickoff Meeting:** At the beginning of each project, our Project Manager hosts a kickoff meeting with key personnel from the district and from Zūm to review the implementation and deployment approach, strategy, and timeline.
   A. **Defining the Roles & Responsibilities of the Zūm Team:** During the kickoff, the Zūm team shares detailed information on the roles and responsibilities of our key team members responsible for managing the implementation, technical integration, and platform deployment.
   B. **Identifying Key Stakeholders and Communication Channel:** During the kickoff, the Zūm team works with the district team to understand which key stakeholders will be impacted by the project implementation and deployment. We document their goals, needs, concerns, and expectations. We align on the communication channel and cadence for effective communication to keep stakeholders informed throughout each step of implementation.

II. **Creating Scope and Timeline:** After completing the kickoff meeting for each project, we work with dedicated district stakeholders to review the projects/tracks, their timelines, and deliverables.

    A. **Identifying and Aligning on Tracks/Projects:** We share comprehensive documentation outlining the initial plan for all projects/tracks. We work closely with each district to make necessary changes or modifications to the scope or timeline. This ensures everything aligns with each district's specific and unique needs and requirements.

    B. **Creating a Project Plan for each Track/Project:** We create a thorough, customized project plan to track implementation for each district project, including the district project tracks, requirements, objectives, and success criteria. Once the district approves the plan's scope and timeline, we communicate updates on the progress through regular, mutually approved channels to keep stakeholders informed on progress towards key milestones.

III. **Executing Project**

    A. **Documenting Change Management:** As we prepare to implement the Zūm platform in each school district, we modify existing processes or create new processes adapted to each school district's unique requirements and needs. We work closely with each district's team to gain a thorough understanding of their current processes, determine which areas need adjustments, and document everything in detail. Together, the Zūm and the district's team refine the necessary processes through collaboration.

    B. **Documenting Deployment Procedures:** We carefully document the deployment process for each track and collaborate closely with the relevant district teams to confirm the assumptions, approach, and methodologies.

    C. **Documenting Training Procedures:** When our team introduces a new system to a school district, we extensively train users on the new system and processes, using role-based training designed with the specific needs of each stakeholder in mind. To ensure effective training, we create a detailed training plan for each track that includes training differentiated for each user-group, including goals, syllabus and materials, delivery method, and other important details.

    D. **Executing, Monitoring, and Tracking Progress:** The Zūm team is skilled at efficiently implementing all tracks on schedule. We maintain open and honest communication and are flexible to adapt to any changes in the district's needs throughout the course of the partnership. Our team uses various communication channels (such as meetings both virtual and in person, emails, and one-on-one sessions) to ensure project milestones are met efficiently and according to the contract timeline, and key stakeholders are kept informed at every step. Each meeting includes a clear agenda, status updates, and a summary of next steps to address any obstacles that may hinder progress.

IV. Deploying System
   A. **Safely Deploying System with Incremental Rollout:** During the deployment stage for each track, we follow a safe deployment approach. As we introduce new systems, we perform an incremental rollout, measuring the Key Performance Indicators (KPIs) and gradually rolling out to all the users without negatively impacting the district's transportation process or metrics.
   B. **Conducting, Testing, and Quality Assurance:** During the deployment of our technology platform, including software and hardware systems (e.g.: GPS device), we carefully run all the test scenarios to make sure the system and the entire integration are working reliably, and as expected to prevent any disruption in service.
   C. **Documenting Learnings and Observations:** As we make progress in each of the tracks, the Zūm team creates a detailed document of learnings and observations to refine our approaches for the upcoming tracks.

V. **Updating New Features:** Along with each new deployment, we provide a detailed training plan to ensure that all users are familiar with how to effectively use the Zūm platform. The Zūm platform is continuously evolving, with new features released and deployed seamlessly across our cloud-based platform. We provide clear descriptions of the new features and functionalities prior to each release so that key district personnel are aware of the upcoming enhancements.

VI. **Supporting and Monitoring the Service Level Agreement (SLA):** The Zūm team provides comprehensive documentation on how to reach our appropriate team members for technical assistance. Additionally, we continuously monitor important metrics to ensure we meet the established Service Level Agreements (SLAs). In case of any concerns, the team promptly notifies the correct district personnel and conducts thorough incident reviews and post-mortems.

MOBILE APP FOR PARENTS

DISTRICT PORTAL/DASHBOARD

ADVANCED ROUTING SOFTWARE
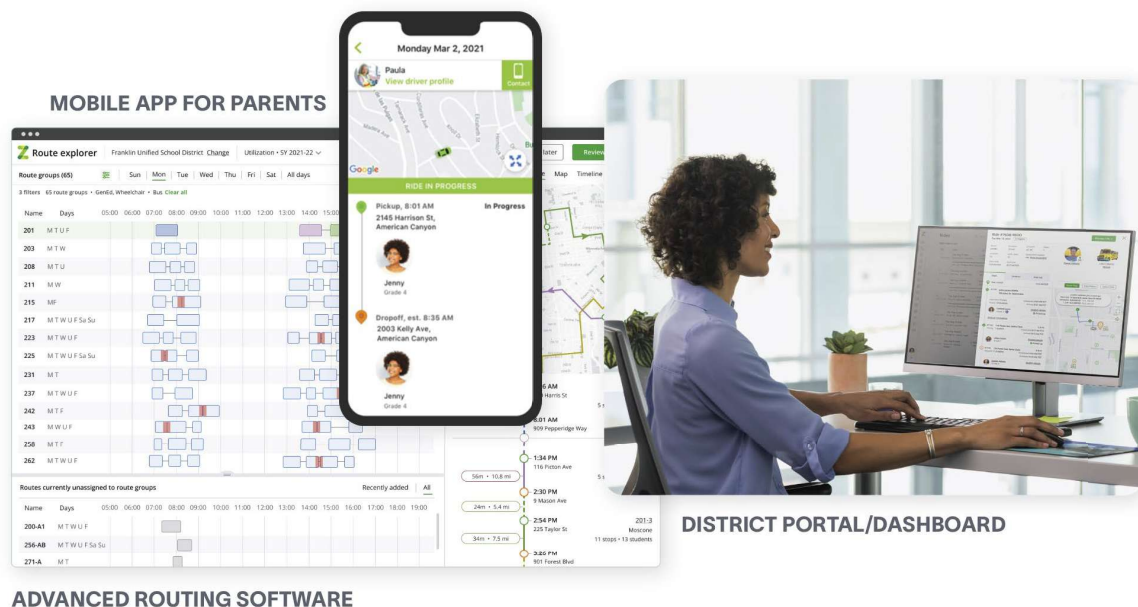
Experts in Change Management

Transitioning to a new software and hardware platform along with Introducing new product features and processes can have a significant impact on stakeholders. To ensure a smooth transition and minimize disruption, we take a structured and comprehensive approach to district onboarding and change management. Zūm has successfully deployed its technological solution on many large school districts. Our plan addresses potential concerns and resistance, as well as providing targeted training and support to stakeholders.

We conduct an impact assessment to identify and analyze the potential impacts of the new applications on stakeholders. This involves identifying different stakeholder groups, assessing the potential impact on their roles and responsibilities, and determining the level of training and support required for a successful transition. In doing so, we proactively address potential issues and ensure that stakeholders are fully prepared for the changes.

We recognize that change can be challenging, and stakeholders may have concerns or resistance to the new features. To address this, we employ a range of strategies, including targeted training and support, and regular communication, engagement to build consensus and address any concerns, clearly expressing the direct benefit for users. In doing so, we ensure that stakeholders are fully invested in the changes and are motivated to make the transition as smooth as possible.

We develop a comprehensive communication plan to ensure that stakeholders are informed and engaged throughout the implementation process. This includes regular updates via email, newsletters, and other channels, as well as targeted communications to specific groups of stakeholders, including customizable in-app notifications. We tailor our communication plan to the specific needs and preferences of each stakeholder group, ensuring that they receive the information they need in a format that is easy to understand and digest.

We will measure the effectiveness of our change management program using a range of methods, including surveys, feedback sessions, data analysis, UX research, and usability testing. We built a sophisticated tools and insights system to collect data on how the product is used by its users. In doing so, we refine our approach, build new product enhancements, and ensure that stakeholders receive the support and training they need to successfully transition to the new application. We designed our change management process to minimize disruption and ensure the successful implementation of the new application. We are committed to collaborating closely with stakeholders to understand their needs and concerns and develop tailored solutions to meet the District's unique requirements.

3.1.4 Data Migration

4.1.4 Data migration

4.1.4.1 Stop-time history, scan history for student ridership, historical pre/post trip data, other data identified as needed.

We designed the comprehensive Zūm Platform to modernize student transportation. We built features and functionality explicitly to help school districts manage transportation effortlessly. To achieve maximum efficiency, the Zūm Platform will continuously integrate with critical school district systems such as Synergy SIS and ChildPlus SIS, for student data, or RTA Fleet Management software for fleet data. In addition to student data, we require crucial information from vehicles, drivers, operational personnel, District personnel, school personnel, existing routes, District boundaries, and so forth. Important District data powers the Zūm platform to create an efficient and seamless user experience, supporting data-driven decision making at all levels of the Poudre School District.

Using accurate student data to drive transportation planning is vital to the District's success. We understand the significance of data migration and integration for this project. Our team of system experts will collaborate closely with key stakeholders from the PSD Transportation Department to create a project plan and timeline for integrating data for all systems – such as top-time history, scan history for student ridership, and historical pre/post trip data – based on need and capabilities. We take seriously our obligation to protect personally identifiable information (PII) and protect all data in transit and at rest in our platform.

There are two types of systems that will provide data to the new platform: 1) legacy systems that will be archived or phased out after initial integration and 2) independent systems that will continue to operate and feed the Zūm platform requiring continuous integration.

- For moving data from the legacy systems into the new Zūm platform, we will use an Extract, Transform, and Load (ETL) process. Once we have extracted, cleaned, validated, and loaded the data from these systems, these systems can be archived. This functionality is inherent within the comprehensive Zūm platform already, and therefore no longer requires these systems to be operational.

- For systems that will remain operational and separate from the Zūm platform, we will create APIs between them and the Zūm platform. An API connection allows the applications to continuously exchange data ensuring the Zūm platform captures all additions/deletions/edits in these systems so that stakeholders are using the most accurate and up-to-date information to drive crucial decisions.

Once we incorporate data from legacy systems, and create continuous integration with current systems, District administrators and stakeholders can manage transportation with ease.

Integration Methods and APIs

Our system follows an Application Programming Interface (API)-first approach, allowing for effortless integration with software products using secure, open data exchange standards. Integrating directly with District systems achieves maximum efficiency. We are experienced in working with a variety of file formats such as .csv, .json, .xml, .xls, .gpg, .jpg and others. After thoroughly examining District systems, our team will furnish specific details on the file format and transfer mechanisms necessary for each system. We will work with representatives from other vendors and also District personnel to ensure we receive timely data uploads.

- We can create integrations via APIs between District systems and the Zūm platform. An API connection allows the applications to continuously exchange data ensuring the Zūm platform captures all additions/deletions/edits in these systems so that stakeholders are using the most accurate and up-to-date information to drive crucial decisions. When new data is imported, our platform compares it with the existing data to ensure that the latest information is recorded.

- If creating an API connection is not possible, we can also use an Extract, Transform, and Load (ETL) process with secure SFTP if desired. We extract, clean, validate, and load the data from these systems into the Zūm platform.

- Additionally, we can Import/export data via .csv files into and out of our platform. We can also integrate via API or nightly file transfer through SFTP, based on capabilities of existing tools used by the District.

Our solution already integrates with Synergy, the District's Student Information System. We are in the process of creating an API between RTA Fleet Management Software and the Zūm platform for another large K-12 public school district partner.

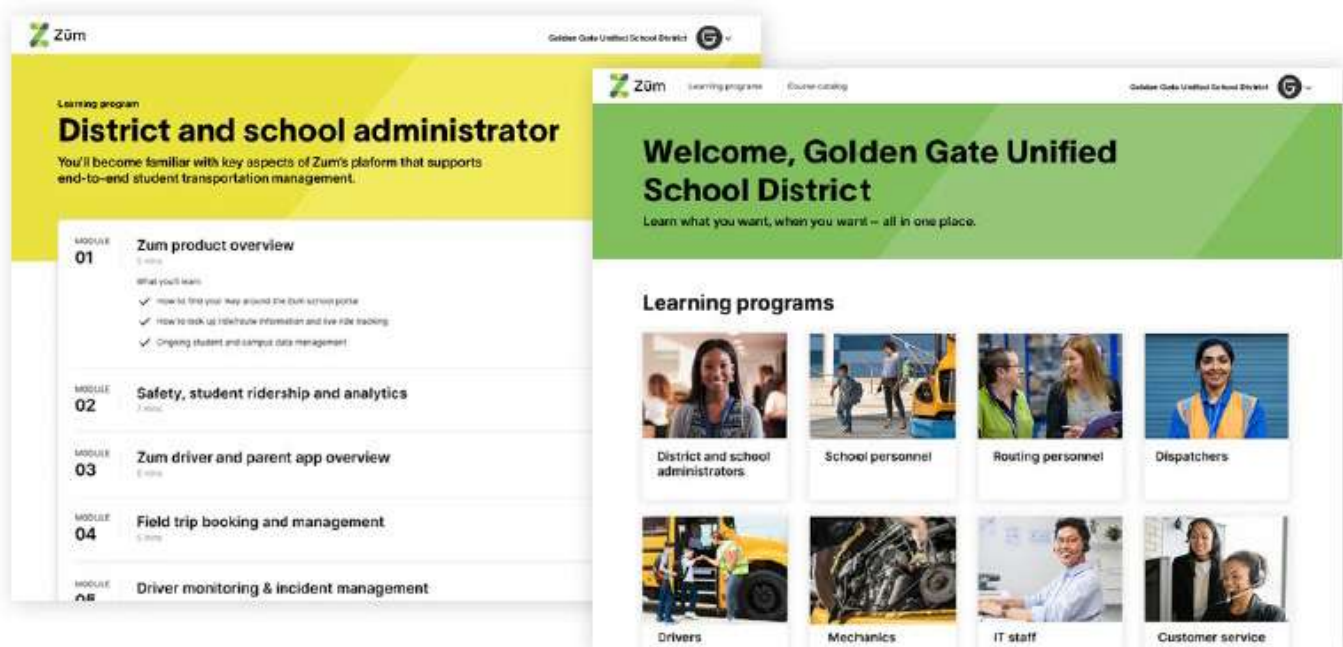## 3.1.5 Training for Backend and Frontend Users

4.1.5 Training for backend and frontend users.

Our training strategy is built on the following principles:

- Each user role (e.g., Technical Staff, Bus Drivers, Dispatch Personnel, Routing Personnel, and others) has unique needs and requirements.
- Real-life scenarios and hands-on interactive training are critical to learning, acceptance, and adoption.

- A mix of synchronous in-person, instructor-led training (ILT), and asynchronous, self-paced e-learning are necessary to meet diverse needs of users.
- Flexible and customized training plans help meet each district's unique needs.

Additionally, we pride ourselves on the fact that our trainers and training content are exceptional. Unlike our competitors, we both operate School Transportation facilities and projects and use our own in-house technology at scale. We understand what it takes to train large, diverse user groups (drivers, dispatchers, routers, IT staff etc.). Our training encompasses change management for updates to process and software. We frequently refine and refresh our training content to ensure it is truly customized and effective for each user group.

We will provide a mix of synchronous in-person, instructor-led training (ILT) and asynchronous, self-paced e-learning to meet diverse needs of users. Some user groups, such as drivers, will benefit from in-person training. While other, more distributed staff members may prefer web based (Zoom or Teams) training.

Our differentiated role-based training uses an "I do, We do, You do" approach, when appropriate and feasible. We also conduct joint field training during implementation and rollout. We "drive along" with drivers to ensure they know how to best use the technology. During drive-alongs, we also gather feedback from drivers and dispatch to make tweaks to processes as needed.

We purposefully schedule the training sessions (outlined below) for each track so that they are held "just in time," whether it is for the pilot user groups or all users just before launch. We also tailor training for the user group involved in the launch. This ensures higher recollection and effectiveness when users start using the application (s) during roll out. We will finalize the exact plan after gathering feedback from the District stakeholders during kickoff and implementation meetings.

Our training materials are flexible for both in-person and web-based training. In addition to instructor-led training, we will provide self-paced e-learning materials to meet the diverse needs of users. We will also provide online webinars. We will provide agendas, presentation slides, quick start guides, login credentials and guidance, resource links, and help resources for each session.

We use a modern state-of-the-art Learning & Development (L&D) web-based platform. Our blended training options offer a mix of in-person, instructor-led training (ILT) as well as self-paced e-learning ("off-line," self-study) for users who want the flexibility to learn at their own pace. The modular, interactive training content offers users scenarios with a "how to" focus. Additionally, we included training courses hosted within the applications itself for easy access. The modular approach helps us refresh training content to keep pace with future product releases. Online availability ensures users can access "how-to" videos and documentation on the job to locate information.

Training Sessions

	IT Staff	Administrators	Dispatchers	Routers	Drivers	Parents
Zūm School/District Portal Training	✓	✓	✓			
Zūm Mobile/Tablet App Overview	✓	✓	✓			
Zūm Field Trip Platform Overview		✓	✓	✓		
Driver Tablet App Training					✓	
Parent Mobile App Training						✓

Based on the scope provided by the District and responses to vendor questions, we estimate conducting 13 training sessions across these courses spending approximately 26 training hours including multiple sessions for each course to accommodate the number of stakeholders under each user role. We will finalize the exact number and content of training with feedback from the District stakeholders during kickoff and implementation to ensure we achieve training objectives.

Areas of Training/Course	Users	Mode	Session Duration (hrs)	Class Size	Expected Users	# of Sessions	Trainers/ Session	# of Hours
Zum School/District Portal training 1. Looking up ride/route and live ride tracking 2. Student ridership training incl AVL/GPS 3. Reporting/Analytics	• IT Staff • District Administrators • District Office staff • Dispatchers	Virtual or In Person	2	25	33	2	2	4
Zum Parent App/Portal overview • Parent app or portal overview	• IT Staff • District Administrators • District Office staff • Dispatchers	Virtual or In-Person	2	25	33	2	2	4
Zum Field Trip Platform Overview • Real-time availability and booking for field trips, athletics, and other activities trips, using contractual rates	• District Administrators • Dispatchers • Routers	Virtual or In-Person	2	25	13	1	2	2
Driver tablet app training • Overview of driver app • Ride delivery & turn-by-turn navigation • DVIR and other safety inspections • Daily Bus Report (DBRs) • Incident reporting	• Drivers	Virtual or In-Person	2	25	189	8	2	16
TOTAL						**13**		**26**

As indicated in the training plan, we organized our training courses, personalized for the District, around five areas to meet the unique needs of each user group. We outline in the following list the number of training courses per user group. We can provide live, synchronous, in-person training courses for each District user group and will work with the District to ensure all stakeholders have access to a live session. The duration of our courses is also customized based on role-based needs and vary between 2-12 hours per course. For example, the driver training course is for 2 hours, the router training course – if PSD wishes to fully deploy Zūm's standalone routing technology – would be for 12 hours.

Additionally, we will have product videos e.g. for the Zūm App for parents as well as digital flyers/handouts that can be distributed to parents should the district desire to do so.

3.1.6 Pricing for Data Migration, Training, etc.

4.1.6 Pricing, if applicable, for services such as data migration, training, etc.

We detail pricing for training as part of the comprehensive breakdown provided in Tab 4 – Pricing Elements.

Services otherwise outlined in this proposed implementation plan – custom setup, onboarding, and data migration – are included at no additional cost to the District.

3.2 Compliance with Applicable Provisions (RFP 4.2)

4.2 Vendors shall comply with and the services provided under this RFP shall be in compliance with all applicable provisions of §§24-85-101, et seq., C.R.S., and the Accessibility Standards for Individuals with a Disability, as established by the State of Colorado's Governor's Office of Information Technology pursuant to Section §24-85-103 (2.5), C.R.S. Vendors shall also comply with all State of Colorado technology standards related to technology accessibility and with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.

> *4.2.1 Vendors shall ensure compliance by providing a Voluntary Product Accessibility Template (VPAT) using the current template available here: https://www.section508.gov/sell/vpat/*

Zūm attests that all services provided under this RFP shall be in compliance with all applicable provisions of §§24-85-101, et seq., C.R.S., and the Accessibility Standards for Individuals with a Disability, as established by the State of Colorado's Governor's Office of Information Technology pursuant to Section §24-85-103 (2.5), C.R.S. Furthermore, we will also comply with all State of Colorado technology standards related to technology accessibility and with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.

We provide our current and compliant VPAT in Appendix B – Additional Documents.

3.3 Sales Representative (RFP 4.3)

Vendor shall provide contact information for a dedicated sales representative ("Sales Representative"), including office phone number, cell phone number, email, and a general customer service after-hours contact.

Thomas "Tom" Osmun, Director of Partnerships, will serve as the dedicated sales representative for Poudre School District. Tom can be reached at the below contact information:

Mobile: +1 (615) 474 – 0751
Email: tosmun@ridezum.com

We will provide a toll-free number for after-hours customer service, included as part of our comprehensive customer service commitment to Poudre School District.

Thomas Osmun, Director of Partnerships (Las Vegas, NV)

Thomas has dedicated over 15 years to the field of education, demonstrating a steadfast commitment to student success in an evolving digital landscape. His career spans various roles, including K-12 special education teacher, MTSS coach, middle school assistant principal, and professional development supervisor. In the last six years, Thomas has been instrumental in supporting school districts across the Mountain West states, helping them navigate complex challenges through strategic planning and enhancing digital readiness.

A seasoned professional in educational technology, Thomas led LMS and SIS implementations and supervised the integration of districts' applications for enhanced interoperability. Thomas earned a bachelor's degree from Florida State University in Physical Education/Sports Management and a master's degree from Saint Leo University in Educational Leadership.

3.3.1 Manager

4.3.1 The Vendor shall additionally provide the names of the Sales Representative's manager and regional representative for escalation of issues

> *4.3.1.1 Vendor shall provide emergency contact information in the event of an emergency situation at one of the schools/sites*

<u>Sales Representative's Manager / Emergency Contact</u>

Sarah Skinner, Vice President of Strategic Partnerships
Mobile: +1 (206) 669 – 8451
Email: sarah@ridezum.com

Sarah Skinner, Vice President of Strategic Partnerships
Sarah focuses on growth and impact at Zūm. Sarah has dedicated her career to improving educational equity leveraging transformative technologies and innovative approaches to learning to ensure that all students graduate ready to thrive in college, career, and life. Sarah is an educator with nearly 20 years of experience in schools. Sarah designed and led systems for professional learning and change management with data-driven decision making to improve student outcomes, equity, and organizational performance.

<u>Regional Representative</u>

Rohit Jain, Chief Product Officer
Email: rohit@ridezum.com

Rohit Jain, Chief Product Officer
Rohit Jain, who leads Zūm's Product, Design and UX research team (s) brings exceptional, directly applicable experience to this project, having established and led a team of more than 200 product managers, designers and product analytics experts building and scaling Walmart's ecommerce technology including transportation & last mile, and a decade at Amazon. Rohit ensures all the district's requirements, product rollout including platform setup, data integration, and technical onboarding is completed seamlessly and according to the contract timeline.

3.3.2 Response Time

4.3.2 Sales Representative shall maintain a response time not to exceed two (2) hours

Zūm's dedicated Sales Representative and secondary direct contact strive for unmatched responsiveness and will make every good faith effort to maintain a response time not to exceed two (2) hours.

Additionally, we will provide staffed customer service phone lines Monday - Friday (excluding legal holidays) from 4:00 AM - 8:00 PM MDT. We will also provide an on-call contact person after-hours, and an email address for written correspondence. Additionally, we are able to customize the Zūm Parent App to enable the support page to submit inquiries/complaints to the PSD Transportation team.
For platform support, our technical support service model ensures overall program success and includes:

- Single point of contact for all hardware & software support
- Toll free number & email
- 4:00 AM - 8:00 PM Mountain Time – Monday to Friday
- For critical incidents, 24/7/365 coverage is provided.
- Direct support from your technical contact
- Issues tracking system
- Accessible online knowledge database and FAQs

3.3.3 Secondary Direct Contact

4.3.3 Excluding the weekends, Sales Representative shall provide a secondary direct contact when out of the office for more than twenty-four (24) hours

Zūm's designated Sales Representative will identify and communicate with the District a secondary direct contact person when out of the office for more than twenty-four (24) hours.

3.3.4 Change in Sales Representative

4.3.4 District reserves the right to request a change in Sales Representative

We understand and agree that Poudre School District reserves the right to request a change in Sales Representative.

3.3.5 Meetings

4.3.5 The Sales Representative will meet at a minimum, on a quarterly basis, with the designated Project Manager and any other identified District representatives, to review spend, questions or concerns, recommendations to the District, training opportunities, and any other necessary topics

Zūm's Sales Representative will serve as an available and committed resource and partner to ensure PSD's success. We agree that meetings between our Sales Representative and relevant District personnel, at a minimum, will take place on a quarterly basis to review spend, questions or concerns, recommendations to the District, or any other topics deemed necessary by PSD.

3.3.6 Sales Representative Services

4.3.6 The Sales Representative shall provide the following Services and any others as needed throughout the term of the agreement, and any extensions:

> *4.3.6.1 Handle all District concerns or inquiries about any products or Services.*
> *4.3.6.2 Resolve any identified issues within twenty-four (24) hours, and if approved by the District designated Project Manager in writing, no more than forty-eight (48) hours from the time of the District notice.*
> *4.3.6.3 Coordinate the distribution of reports to the District designated Project Manager and any other identified District representatives.*
> *4.3.6.4 Research and resolve any questions and issues regarding invoicing and billing.*

Zūm's Sales Representative will provide all services as defined by RFP Section 4.3.6, and any others as needed required by the District, throughout the term of the resultant agreement and any extensions.

4. Pricing Elements

→ Zūm brings a **long-term partner mindset**, investing in PSD's long-term sucess.

→ Zūm proposes a **value-driven pricing model**, offering industry-leading hardware and software solutions with superior customer service at a **fair, transparent, and best-value** price.

→ Zūm is an **end-to-end student transportation** provider, streamlining PSD's operations with a comprehensive, integrated platform to ensure a **seamless and cost-effective experience.**

4. Pricing Elements (RFP 5.0)

Pricing Proposal

5.0 All pricing in response to this RFP should be firm. The District will not be responsible for increased pricing not quoted in the RFP response.

Zūm Services, Inc, in this response, offers our purposely designed cloud-based technology platform to seamlessly meet the District's full scope and needs, as detailed in the RFP, in one cohesive solution.

Our turnkey solution includes all components necessary (such as equipment, hardware, software, and services) to successfully complete and maintain this project. Our pricing will remain firm. We understand that the District will not be responsible for increased pricing not quoted in the RFP response.

| Driver Tablet/RFID Scanner | District Dashboard | Parent App |

Zūm offers a value-driven pricing model.

Zūm is a responsible and responsive partner offering industry-leading software and hardware solutions with superior customer experience and service at a fair, transparent, and best-value price. Zūm is financially stable and fiscally responsible.

Annual Recurring Pricing

Our pricing estimates are value-based and highly competitive. We propose a recurring fees model for our software services. Distributing hardware costs over the course of the contract term is an option which will help the district to reduce the upfront cost of hardware. We can, optionally, also distribute the hardware installation cost over multiple years, and we will be happy to discuss with the district these pricing options.

Transparent Pricing

We do not believe in hidden costs. Our pricing is simple and transparent. We either do not charge partner districts for regular feature releases and upgrades within the reasonable scope or are explicit about the cost to add a major new feature. Our cloud-based platform allows us to deploy new features and upgrades seamlessly with no interruptions to service.

True Long-Term Partner Mindset

Zūm brings a true long-term partner mindset, investing in the District's success.

Whether it is about achieving the District current goals or achieving future strategic goals, Zūm's comprehensive technology platform and long-term partner mindset makes Zūm the ideal partner for the District. Zūm offers an unmatched technology platform and nimble team committed to making the District national leaders in student transportation.

Training & Communication

Our industry-leading product and design team builds highly intuitive products which, by design, require minimal training for district partners to get up and running. We include generous training and implementation support to the District in our pricing to ensure that all users can take full advantage of the platform tools and capabilities. Our new releases come with easy-to-understand documentation and demo videos. Zūm also conducts complimentary webinars and other refresher sessions from time to time and the District personnel can participate at no additional cost. We also provide more in-depth training for the District leaders responsible for transportation management to build internal capacity within the District to ensure fidelity of implementation.

We also provide more in-depth training for the District leaders responsible for transportation management to build internal capacity within the District to ensure fidelity of implementation. At any time, if the District wants Zūm to provide training beyond the included hours, we will arrange for it at an incremental cost.
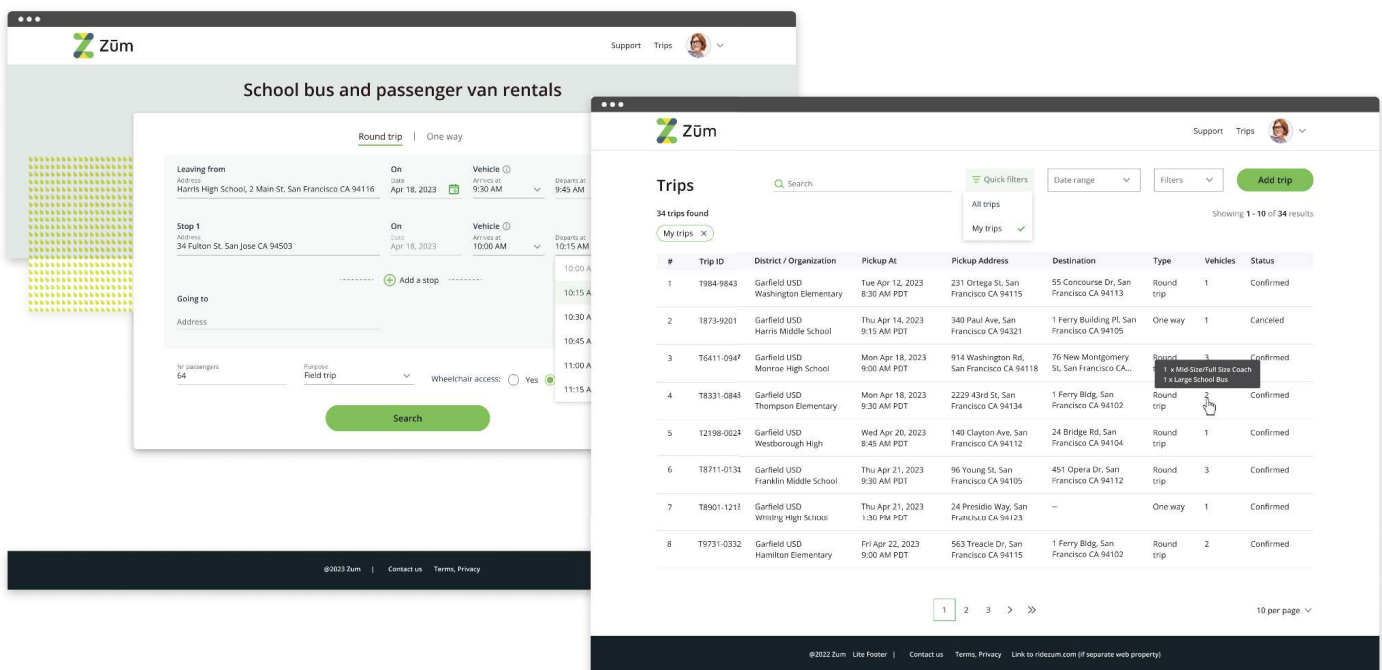
System Integration

We have proposed zero cost for integration, including with Synergy (SIS system), BusPlanner, RTA Fleet, or other District software and data systems necessary for successful implementation of the project outlined under the RFP scope. Our platform will meet and exceed the District's requirements at every level, including, for example, strong firewall protection, encrypted data both at-rest and in-transit, role-based access controls, and single sign-on for all authorized District users.

Athletics & Field Trip Management

Consistent with our vision of modernizing school transportation and accelerating digital transformation for school districts, Zūm built an industry-leading, self-service, modern online booking site and platform for field and athletics trips. This highly scalable cloud-based site and platform is already used to book, manage, and track thousands of trips booked by Zūm's existing partner districts.

Our platform, included in our proposed software package at no additional cost, presents upfront price estimates during the booking process (based on contractual rates) and real-time inventory availability to ensure users don't have to wait for days to get confirmation. This ensures school and District users receive a transparent real-time 5-star instant booking experience, regardless of the number of bookings per day. The solution provides visible trip details to all stakeholders via our connected platform and school/district portal.

With a modern user experience, integrated approval workflows, and real-time tracking and notifications via our single integrated and connected platform, the District users can get quotes or book trips themselves in minutes, including one-way and round trips with multiple stops as well as overnight and multi-day trips of all group sizes (small or large requiring one or more vehicles) while ensuring necessary approvals are taken.

4.1 Pricing for Software & Licensing

5.0   *Provide pricing for all software and licensing that may be necessary.*

We provide a detailed breakdown of our full cost proposal – including pricing for all software and licensing – at the conclusion of this section.

4.2 Pricing for Maintenance & Support

5.1   *Provide pricing (initial and ongoing) for all available maintenance and support options.*

All maintenance and support – initial and ongoing – are included in our proposed software pricing. Being a SaaS solution, the Zūm platform continuously evolves. We release and deploy new features seamlessly across our cloud-based platform at no additional cost to the District. To ensure the District personnel are aware of these new features and functionalities, we provide release notes, descriptions, and training (as required) on an ongoing basis.

4.3 Pricing for Training & Implementation

5.2   *Provide pricing for any proposed training.*

We provide a detailed breakdown of our full cost proposal – including pricing for all proposed training – at the conclusion of this section.

4.4 Estimated Delivery Time for Hardware

5.3   *Provide estimated delivery time for all proposed hardware.*

We along with our partners have extensive experience in installing hardware including cameras, tablets, GPS devices etc. over many similar size school districts across the country over many years. As such, post-award and as outlined in section 2.5.4 and 3.1, we can procure and install all hardware within 90 days from contract signing, as desired by the District. This is subject to the availability of the District's vehicles. Upon award, per our customer-centric approach, we would like to review this with the District and adjust the timelines as needed to ensure the success of this project.

4.5 SPIN

5.4   *Provide E-Rate Service Provider Identification Number (SPIN). Not having a SPIN will not disqualify a Vendor from consideration.*

Zūm does not currently have an E-Rate Service Provider Identification Numbers (SPIN). If preferred, we would be glad to obtain an E-RATE SPIN upon award of contract.

Software						
Item	Units	List Price	Percentage Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards
Student Transportation Software as a Service $300 Per Tablet Per Year Pricing includes: **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)** - Student, school, parent management - Route planning & optimization including maps - Driver Tablet App including navigation, DBR and DVIR - Student Ridership & GPS tracking - Parent mobile App (iOS and Android) - Dispatch and scheduling - Athletics / Field Trips Management - 360 degree Reporting & Insights - Software upgrades - Hosting fees - Standard Customer support	171	$171,000	70%	$119,700	$51,300	$51,300	$51,300

Tablet and Related Hardware						
Item	Units	List Price	Percentage Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards
Driver Tablets - Samsung Android ($540.54 per unit) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$100,888	8%	$8,456	$92,432	$92,432	
Cables/Mounts for Driver Tablets ($175.10 per set) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$34,226	13%	$4,284	$29,942	$29,942	
GPS Telematics Hardware ($75 per unit) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$16,673	23%	$3,848	$12,825	$12,825	
Shipping - Tablets, GPS Telematics, & Related Hardware Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$3,335	0%	$0	$3,335	$3,335	
RFID Cards for each student ($2 per card) Pricing includes: - Setup, Ink Cartridge, & Shipping - Optional printer for $1,000 each - Additional card for $2.00 each	8,000	$16,000	0%	$0	$16,000	$16,000	
Tablet Installation ($157 per install) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$26,847	0%	$0	$26,847	$26,847	
GPS Telematics Installation ($21.25 per install) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$3,634	0%	$0	$3,634	$3,634	
GPS/Telematics Service ($22 per unit per month) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$49,248	8%	$4,104	$45,144	$45,144	$45,144
Driver Tablet Data Plan ($16 per unit per month) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)** Pricing includes: - 1GB per month per tablet	171	$41,040	20%	$8,208	$32,832	$32,832	$32,832

			Cameras and Related Hardware				
Item	Units	List Price	Percentage Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards
8 Camera System ($3,609 per bus) **Qty: 131 full size class C & D** Pricing includes: - 4 Exterior Cameras - 3 Wide Angle Interior Cameras - 1 Forward Facing IP Interior Camera out front windshield - 1 GPS Antenna - 8 Channel AHD and 4 Channel IP Hybrid DVR - 4 Port Switch - 1 Driver Alert button - 2TB SSD Hard Drive - G4 Viewer Plus Software (Unlimited copies including free upgrades)	131	$590,974	20%	$118,195	$472,779	$472,779	
8 Camera System Installation ($775 per install) **Qty: 131 full size class C & D**	131	$101,525	0%	$0	$101,525	$101,525	
8 Camera System Shipping **Qty: 131 full size class C & D** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$3,930	0%	$0	$3,930	$3,930	
7 Camera System ($3,423.26 per bus) **Qty: 31 short class C and 5 wheelchair buses** Pricing includes: - 4 Exterior Cameras - 2 Wide Angle Interior Cameras - 1 Forward Facing IP Interior Camera out front windshield - 1 GPS Antenna - 8 Channel AHD and 4 Channel IP Hybrid DVR - 4 Port Switch - 1 Driver Alert button - 2TB SSD Hard Drive - G4 Viewer Plus Software (Unlimited copies including free upgrades)	36	$154,047	20%	$30,809	$123,237	$123,237	
7 Camera System Installation ($750 per install) **Qty: 31 short class C and 5 wheelchair buses**	36	$27,000	0%	$0	$27,000	$27,000	
7 Camera System Shipping **Qty: 31 short class C and 5 wheelchair buses** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$1,080	0%	$0	$1,080	$1,080	
6 Camera System ($3,237.52 per bus) **Qty: 4 small bus** Pricing includes: - 4 Exterior Cameras - 1 Wide Angle Interior Cameras - 1 Forward Facing IP Interior Camera out front windshield - 1 GPS Antenna - 8 Channel AHD and 4 Channel IP Hybrid DVR - 4 Port Switch - 1 Driver Alert button - 2TB SSD Hard Drive - G4 Viewer Plus Software (Unlimited copies including free upgrades)	4	$16,188	20%	$3,238	$12,950	$12,950	
6 Camera System Installation ($725 per install) **Qty: 4 small bus**	4	$2,900	0%	$0	$2,900	$2,900	
6 Camera System Shipping **Qty: 4 small bus** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$120	0%	$0	$120	$120	

Training and Implementation							
Item	Units	List Price	Percentage Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2
Training	1	$10,400	0%	$0	$14,400	$14,400	$0
Implementation	1	$60,903	0%	$0	$60,903	$60,903	$0

	Year 1	Year 2 Onwards
Grand Total	$1,131,115	$129,276

*Annual CPI increase will apply

Optional							
Item	Units	List Price	Percentage Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards
Backup Camera ($261.61 per vehicle) Pricing per vehicle includes: - Rear Camera - Installation and Shipping	1	$327	20%	$65	$262	$262	
WiFi Kit ($188.93 per setup) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)** Pricing includes: - Antenna and Wiring - Installation and Shipping	171	$40,384	20%	$8,077	$32,307	$32,307	

5. Background & Experience of Company and Project Team

- 5.1 Zūm History

- 5.2 Company Experience

- 5.3 Project Team

5. Background & Experience of Company and Project Team

Founded in 2015, Zūm is a first-generation immigrant, female-founded and led corporation, on a mission to modernize student transportation. We are backed by top-tier investors including BMW iVentures, Volvo, Softbank, and Sequoia Capital. Zūm is a technology company that built a first-of-its-kind fully integrated software technology platform for the student transportation industry. Zūm built the technology platform from the ground up, learning from its own experience of deploying its technology on its own fleet of yellow buses for student transportation services.
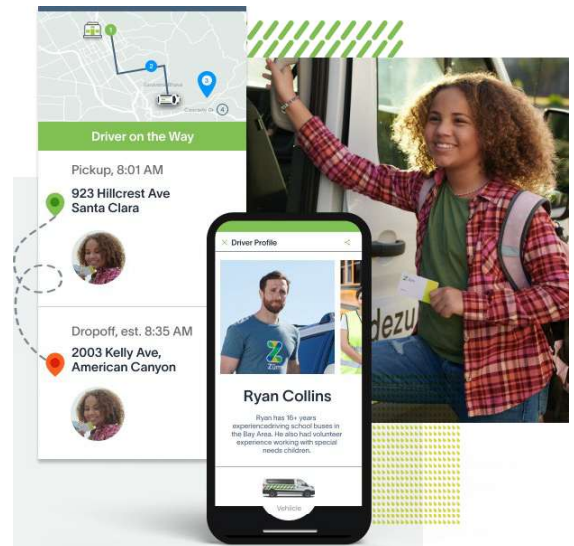
Our team of experts has first-hand experience of the challenges presented when managing transportation of thousands of buses and K-12 students daily. Our operations teams use our solution every day. Zūm's technology addresses complex scenarios with urgency. Our team brings a unique perspective, not found in our competitor's and various other software solutions in the market. It is imperative that we continue to develop a transportation platform that specifically meets the needs of K-12 school districts, so that we can implement and use our own solution in our programs.

Our technology-led approach to student transportation offers greater transparency, enhanced safety, and reliable & consistent outcomes with measurable impact.

5.1 Zūm History

Ritu Narayan

FOUNDER & CEO

As a first generation, female immigrant to the United States, Ritu is the founder and CEO of Zūm. She started the company in 2014 to solve a challenge she had experienced personally as a working mother - how not to quit her day job to transport her two children safely and reliably! Raised in a middle class family in India, her mother was an educator who inspired Ritu to be a trailblazer dedicated to bringing positive change to society. This has been a driving force for Ritu as she never let her gender, skin color, race, or lack of precedents come in her way.

She became the first computer engineer in her family, immigrated to the U.S., started and grew a company, raised investment capital from top investment firms to help her mission driven company grow exponentially in order to provide exceptional service for students, families, and schools across the U.S. She has dedicated her life to leading change and bringing the century-old, antiquated industry of school transportation into a new age. Her contributions as an entrepreneur and social activist — promoting diversity, supporting female entrepreneurship and STEM education for children and youth — have been regularly recognized.

Zūm is an experienced, trusted partner to school districts across the country, with over 8 years of experience. To date, Zūm has served more than 130+ districts and 4,000 schools, delivering more than 7.8 million student rides safely with a 4.9-Star Parent Rating (out of 5 stars) across more than 280,000 total parent ratings.

Zūm employs 84 professionals at our corporate headquarters in Redwood City, CA, 125 transportation professionals in our yards/local operations, and 1,843+ certified school bus drivers and aides across our national operations, a total of 2,052 employees. Additionally, we have a national pool of 2,000+ passenger vehicle drivers, who we readily and nimbly deploy to meet the needs of our District partners.

Zum's Mission

Modernizing student transportation to make it safe, sustainable, and accessible for all.
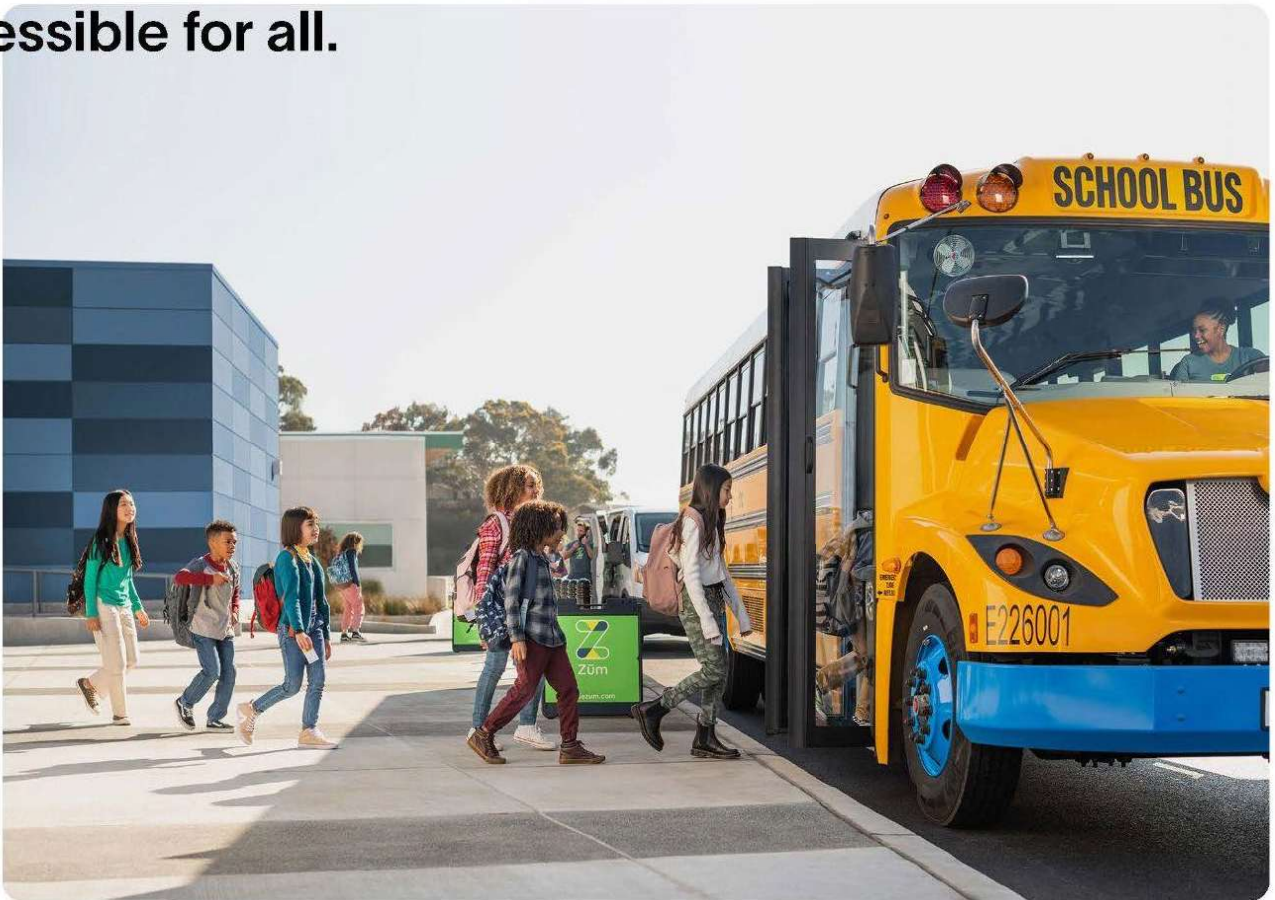
CUSTOMER OBSESSED

We obsess about our customers' needs. We delight and wow them by going above and beyond. We work diligently to gain and keep their trust.

THINK BIG. EXECUTE METICULOUSLY.

We think big. We scale hurdles, and we invent new paths. We're never satisfied. We're agile. We're always moving; we're always delivering with speed.

DO THINGS THE RIGHT WAY

We hold the highest integrity and always do what's right, regardless of what it takes.

BUILD BETTER COMMUNITIES

We're committed to our mission of helping families and schools realize their full potential.

Diversity

Zūm is a diverse, mission-driven company where people from varied backgrounds come to challenge the status quo and transform student transportation. Our team hails from a variety of backgrounds and circumstances, which broadens the lens through which we view the world, generate ideas, and solve our most challenging problems. We are proud of our diverse perspectives and experiences. Our diversity enables us to be more flexible and innovative to meet the diverse needs of the school districts, students, and families we serve. Being a first-generation immigrant, female-founded and led company, diversity and inclusivity is at our core. We are proud to be a first-generation immigrant, female-founded and led company.

We have built a team of mission-driven leaders from diverse industries like school transportation, logistics, education, technology, data science, military service, and more. Our core value is to promote diversity and equity in everything we do. Our leadership team is 80% women led and the majority represented by immigrants. We deliberately measure, report, and improve on equity metrics like travel time for students from historically underserved communities.
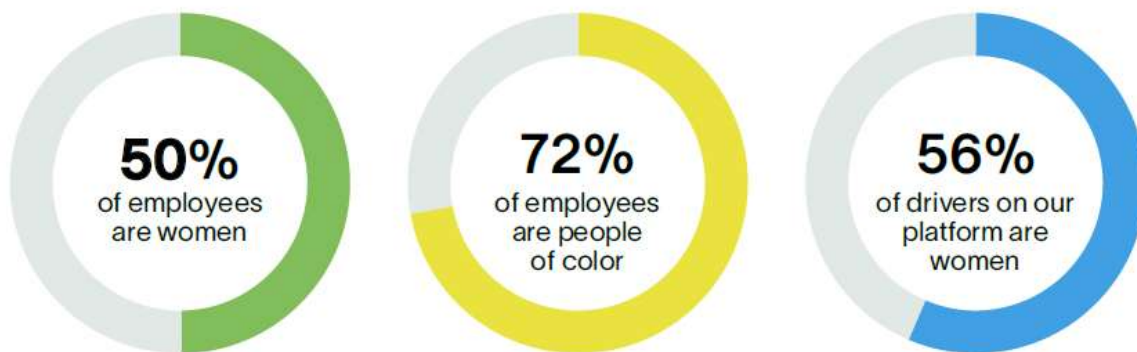
Since our founding, Zūm has never been satisfied with merely meeting minimum service standards. When we select a district with whom to do business, we look for those whose values match our own. We commit to collaborating and communicating with OPS to cultivate a positive partnership, even amidst expected and unexpected challenges. In fact, one of our driving values is to be "Customer Obsessed," and to delight and wow them by going above and beyond. We work diligently to gain and keep the trust of our clients.

Financial Stability

Zūm Services Inc is a financially stable, fiscally responsible, and responsive firm. Zūm's journey towards bringing student transportation to a new age has been supported by well-known investors and industry leaders. Together, we will continue to transform the industry.

We practice sound business practices. Frank Rimerman +Co, LLP8, an independent registered public accounting firm, audits Zūm's consolidated financial statements annually. The accounting firm conducts its audits in accordance with the standards of the Public Company Accounting Oversight Board (PCAOB) and confirms that Zūm uses generally accepted accounting principles (GAAP).

Industry Awards and Recognition

We have been refining our technology since our founding in 2014.
We are deliberate about sourcing and incorporating our partners' feedback and take pride in an iterative approach to achieving the absolute best fit for each district. In recognition of our industry-leading approach, we are honored to have earned 'Best Places to Work' certification, based on our employees' experience and trust in our leadership through the Trust Index Survey™ and Culture Management platform Emprising.

FAST COMPANY

Zūm was recognized in Fast Company's 2023 Innovation by Design Awards in the Transportation category[2]. The Innovation by Design Awards, which can be found in the September 2023 issue of Fast Company, honor the designers and businesses solving the most crucial problems of today and anticipating the pressing issues of tomorrow. Zūm received an honorable mention for "Redesigning the Yellow School Bus Experience." Other 2023 honorees include nearly 500 projects from Adobe, PepsiCo, Canva, and others.

FT FINANCIAL TIMES | THE AMERICAS' FASTEST GROWING COMPANIES 2023
statista

In March 2023, the Financial Times recognized Zūm Services Inc. as one of the Americas' Fastest Growing Companies of 2023, a recognition that supports the company's rapid expansion, impact, and transformation of the $28B student transportation industry through technology and sustainability.

The annual list[3], compiled by the Financial Times in partnership with Statista, features the top 500 companies in the Americas that have achieved the highest compound annual growth in revenues between 2018 and 2021. Data was collected through official sources like publicly available earning presentations, investor relations, websites and annual reports. Across 20 countries, over 7,000 public companies were examined.

CNBC DISRUPTOR 50

CNBC selected Zūm as one of the 2022 CNBC Disruptors, 50 independently owned startup companies growing and innovating through a challenging market and changing world[4].

CNBC's Disruptor 50 Advisory Board reviews quantitative metrics on workforce size and diversity, scalability, and sales and user growth and selects winners based on their ability to disrupt established industries and public companies. Criteria such as scalability, user growth, sales growth, use of breakthrough technologies (including, most commonly, artificial intelligence and machine learning) were evaluated to select companies for the list. Companies must score highly on a wide range of criteria to make the final list.

Zūm was recognized in Fast Company's 2022 World Changing Ideas Awards[5,6] for the third time. The awards program recognizes clean technology, innovative corporate initiatives, brave new designs for cities and buildings, and other creative works that are supporting the growth of positive social innovation, tackling social inequality, climate change, and public health crises. Zūm was honored in both the Best World Changing Idea North America and Transportation categories and named a finalist in the Small Business category.

The Stevie® Awards are the world's premier business awards, created to honor and generate public recognition of the achievements and positive contributions of organizations and working professionals worldwide. In short order the Stevie has become one of the world's most coveted prizes. The gold Stevie Award was awarded to Zūm in 2022. It recognizes achievement in every facet of the workplace.

Inc. 5000 named Ritu Narayan, Zūm's CEO, as one of the Top 100 Women Entrepreneurs 2020[7,8]. The companies on this list show stunning rates of growth across all industries in California. Between 2016 and 2018, these 250 private companies had an average growth rate of 422 percent and, in 2018 alone, they employed more than 49,000 people and added $5.6 billion to the California economy. Companies based in the largest metro areas—Los Angeles, the Bay Area, and San Diego—brought in the highest revenue overall.

In 2019, the American Business Awards recognized Zūm as a Best Special Education Transportation Company. The American Business Awards are the only national, all-encompassing business awards program in the United States. The ABAs are judged each year by more than 200 executives across the nation.

5.2 Company Experience

Zūm is an experienced, trusted partner to school districts across the country, with over 8 years of experience. To date, Zūm has served more than 130+ districts and 4,000 schools, delivering more than 7.8 million student rides safely with a 4.9-Star Parent Rating (out of 5 stars) across more than 280,000 total parent ratings.

Zūm's technology platform is used to manage and operate student transportation in Maryland, Massachusetts, Texas, California, Washington, Illinois, and Tennessee. Zūm deployed our technology and launched operations in three large new school districts during July and August 2023, including a 150-school bus operation in San Bernardino, California; a 250-school bus operation in Howard County, Maryland; and a 150-school bus operation in Spokane, Washington. These three programs will operate end-to-end on Zūm's software platform.

Most recently, Zūm partnered with Boston Public Schools (BPS) in Massachusetts to deploy our technology platform to manage, monitor, and optimize transportation for BPS's 750+ school bus operation, a project designed to improve safety, transparency, and communication for students, families and schools, and drivers, utilizing Zūm's comprehensive platform, GPS, and parent app.

On a daily basis, BPS transports around 22,000 students to roughly 230 schools - including public, charter, and private/parochial schools, as well as special education placements both inside and outside the City of Boston. The project was awarded to Zūm in October of 2023, and we will be operational by March 2024.

Similar Technology Experience

| Software	Oakland USD	San Francisco USD	Seattle Public Schools	Spokane Public Schools	Howard County PSS
Security System	✓	✓	✓	✓	✓
GPS Tracking	✓	✓	✓	✓	✓*
Routing Platform	✓	✓	✓	✓	✓
Student Ridership Technology	✓	✓	✓	✓	✓
Pre/Post-Trip Checklists & Reporting	✓	✓	✓	✓	✓
Vehicle Maintenance	✓	✓	✓	✓	✓
Customer Service & Technical Support	✓	✓	✓	✓	✓

Oakland Unified School District

Oakland Unified School District (OUSD) is an innovative, data driven, and equity focused school district. OUSD began working with Zūm in 2018. OUSD was seeking a modern solution that offered superior student and family experience; technology to improve transparency, communication, and operational efficiency; as well as sustainability to reduce carbon emissions. Zūm is on-track to convert 100% of OUSD's bus fleet to EV by 2024.

We provide our technology platform and full transportation services including home to school transportation, transportation services for Special Education and McKinney-Vento students, extracurriculars, and field trips.

As of January 2023, we have safely driven over 1.3M miles, performing over 638,500 OUSD student rides with an average Parent Rating of 4.9 stars (out of 5 stars).

We use a multi-sized fleet with buses of all sizes, vans, and small vehicles, enabling a flexible and dynamic transportation solution to fulfill the diverse developmental and physical transportation needs of OUSD students and families while optimizing student travel time and transportation cost.
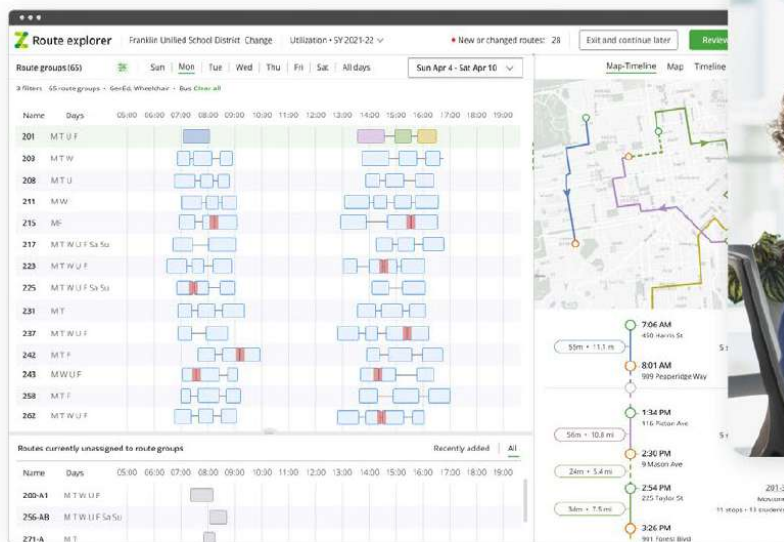
ADVANCED ROUTING SOFTWARE

DISTRICT PORTAL/DASHBOARD

OUSD uses Zūm's Technology Platform, including advanced routing software, Parent mobile App, and School and District Portal / dashboard. Our cloud-based technology platform elevates the service levels and safety for students and families as parents, school sites and district staff can track their child's vehicle in real time and get notifications. Also, it provides transparency and seamless reporting for school and district administrators for every ride as data is readily available empowering more data driven and timely decisions. The Zūm technology also allows families to give feedback on every school bus ride through their app, thus equipping OUSD and Zūm to identify and fix any operational issues promptly.

OUSD uses Zūm's Technology Platform, including the following software, hardware, and services, similar in nature to the ones requested by the District in this RFP:

SOFTWARE

- Technology Platform - cloud-based web portal software
- (Student Tracking (while on bus)
- Student profile (with data from SIS)
- Dispatch Dashboard
- Bus Routing System/Software
- Parent App
- District & Campus Portal/Dashboard
- Fleet Diagnostics System
- Vehicle Inspection Reporting System
- Fleet Maintenance System
- Medicaid reporting
- Driver timekeeping

HARDWARE

- Global Positioning System (GPS)
- Driver Tablets
- Bus Ridership scanner/RFID Cards

SERVICES

- Integration with SIS
- Implementation
- Installation
- Customer Service/Tech Support

OUSD administrators appreciate our user-friendly platform's ability to improve customer service and safety for their students and families. Administrators and parents use the app to track buses and vehicles and receive real-time notifications on the status of their rides. Zūm's Parent App allows parents to rate their child's experience after every ride and provide feedback, which OUSD and Zūm use to make improvements. OUSD administrators rely upon the platform to make data driven, timely decisions.

Zūm's advanced routing technology has enabled OUSD to optimize their routes to increase efficiency, reduce student travel time and improve on time performance. Now, OUSD uses a multi-sized fleet to move groups of students, saving the district money and saving the families time. Using Zūm's platform, OUSD has increased school bus ridership from roughly 40% to 70% and improved on time performance to 98%. Before working with Zūm, over 70% of students spent more than 60 minutes on the bus. Zūm's routing and optimization technology reduced this to less than 10% of students with above 60 minutes of commute time and 50% of students traveling less than 20 minutes.

OUSD administrators use the simple, intuitive dashboard to deploy a fleet of right-size vehicles to transport students efficiently while adapting to the dynamic daily needs of its unique student population. The one-of-a-kind map provides a bird's eye view of buses to & from school. The ability to track each vehicle in real-time and know exactly which students have boarded, at what time, and identify students that are absent or not riding, allows administrators to make better decisions and provides transparency to increase student safety. With Single-Sign-On (SSO) and access control, each campus had the ability to view rides coming to and from their school site. Administrators can access reports such as attendance, on-performance, and data required for Medicaid reimbursement; book and manage field/charter trips; and request appropriate approvals for change management.

In OUSD, Zūm's technology platform is driving efficiency and electrification. Zūm had projected electrification of the Oakland fleet by 2025. Today, the project is running one year ahead of schedule, and OUSD will become the first large urban school district in the nation to be fully electrified by July 2024.

PROJECT TEAM MEMBERS

Project team members involved in OUSD who will also be working on the District contract include:

- Ritu Narayan, Chief Executive Officer
- Abhishek Garg, Chief Technology Officer
- Vivek Garg, Chief Operating Officer
- Rohit Jain, Chief Product Officer
- Shiva Nagabushanaswamy, VP, Engineering
- Ivan Vasilko, Technical Program Manager
- Andrew Mormysh, Senior Engineering Director
- Rashmi Choudhary, Senior Data Analyst
- Melissa Shiu, Design Director
- Lipi Sanghi, Lead Product Manager
- Niket Sanghvi, Lead Product Manager
- Sarah Skinner, VP of Partnerships
- Liz Sanchez, EVP School Transportation
- Serena Wang, Senior Director, Operations

OAKLAND UNIFIED SCHOOL DISTRICT
Community Schools, Thriving Students

TOTAL CAMPUSES 108	TOTAL STUDENTS 34,265
FOSTER STUDENTS 170	HOMELESS STUDENTS 1,592
SPECIAL EDUCATION 15.2%	ENGLISH LANGUAGE LEARNERS 34.4%
LANGUAGES SPOKEN AT HOME 64	

ZŪM PERFORMANCE IN OUSD

STUDENTS TRANSPORTED	MILES DRIVEN	AVERAGE PARENT RATING
638,546	1.3 Million	4.9 / 5

⚡ 100% EV Conversion by 2024

Kimberly Raney
Executive Director of Transportation & Logistics
Oakland Unified School District
1000 Broadway, Suite 300, Oakland, CA 94607
(951) 536-9210
kimberly.raney@ousd.org

OAKLAND UNIFIED SCHOOL DISTRICT
Community Schools, Thriving Students

November 3, 2023

Kristin Thetford
Purchasing and Contract Manager
Poudre School District
Procurement Services
2407 LaPorta Avenue
Fort Collins, CO 80521-2297

Subject: Letter of Recommendation for Zūm Services, Inc.

Dear Ms. Thetford,

Oakland Unified School District is a large, urban school district in California representing 34,000+ students and 108 schools. Zūm Services, Inc. provides full transportation services for OUSD, including home to school transportation services for Special Education and McKinnney-Vento Students, extracurriculars and field trips. We first partnered with Zūm in 2018 and from day one it has been a night and day difference from our experience with previous contractors.

I have been in the transportation and logistics sector for 20+ years now; the past 7 years at Oakland Unified where at present I am the Executive Director of Procurement, Warehouse, & Transportation-Business Operations and before that for 15+ years in the Private Sector in companies like FedEx. Early on, I had realized the stark difference between FedEx and Student Transportation, for example, at FedEx while we were only moving boxes and packages we had tons of technology and data at fingertips to measure and improve every shift, every day. Our focus used to be on how to move the needle to achieve 99.5% on-time performance! However, in the school transportation where we move children (our most precious assets), everything was at best quasi manual and largely managed on pen-paper and phones-walkie talkies, and anecdotal rather than data-driven. When my contractors used to claim 98% on-time performance, there was just no way for me to believe in the authenticity of that data or even to know if such claims were based on actual data.

Zūm changed that for us! It's a modern day technology-led student transportation company, designed from the ground-up with the specific needs of our students, families, schools and community in mind.

We see the impact of Zūm's modern approach in a few major buckets:

A. **A strong, innovative leadership team** driven by the mission of modernizing student transportation, and not simply accepting the status quo.

B. **A "true partner" vs. a vendor,** Zūm operates with a high sense of urgency and strong company culture that is student centric, employee centric, and customer focused.

C. **A modern, technology- led approach** that improves safety, visibility, and communication with easy to use dashboards and insights to efficiently and effectively manage student transportation.

D. **A commitment to environmental sustainability and EV expertise** that makes Zūm an ideal partner for any district considering EV conversion. Zum is on-track to convert 100% of our school bus fleet to EV by 2024.

Zūm is a talented and diverse group of professionals who have a deep understanding of transporting students. They are extremely passionate about building delightful products and delivering exceptional service that solves real problems. They have the humility to be always open to feedback and to learn. The responsiveness and commitment from their leadership to their ground staff is the best I have seen. It feels like they are an extension of my staff /team at the district. Zūm is a true partner in every sense.

I strongly recommend Zūm to any school district that truly wants a change from the status quo. Working with Zūm , I'm confident that our district is always ahead of the curve. Zūm 's technology-lead approach means more convenience, enhanced safety, fewer mistakes, and more accurate data, thus a win-win. It is Zum's long-term and true partner mindset combined with their cutting edge technology that makes Zūm standout for us.

I would be happy to provide any additional information, as needed.

Sincerely,

Kimberly Raney
Executive Director of Transportation & Logistics
Oakland Unified School District

San Francisco Unified School District

Zūm began partnering with SFUSD in August of 2017, providing transportation for students with special needs for specialized programs such as Shoestrings and Hilltop. Our dignified, personalized care for students allowed these and similar programs to successfully enroll and serve students. As a result of our positive partnership, our program has grown significantly.

In July of 2021, SFUSD awarded Zūm a five-year, plus five-year renewal option, $150 million contract to modernize its student transportation service throughout the district. Through a competitive bid process, in which Zūm was awarded 6,325 points (2x more points) compared to the incumbent who was awarded 2,743 points, SFUSD selected Zūm to improve student and family experience, communication, and operational efficiency using Zūm's technology offering, while transitioning 100% of SFUSD's fleet to electric vehicles (EV) by 2025.
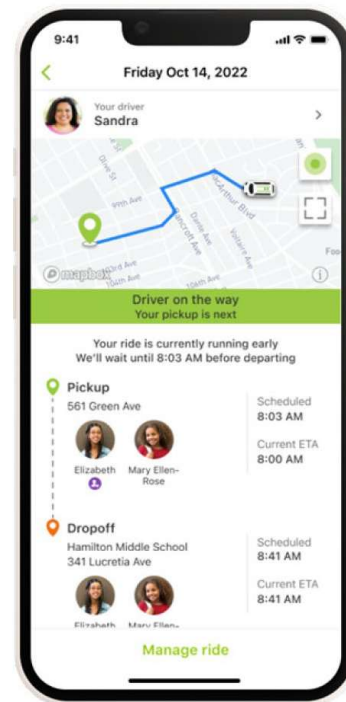
We manage day-to-day operations. We transport general education and special education students via buses, vans, and passenger vehicles. We efficiently route vehicles by placing students who live on busier routes on school buses and sending out cars and vans for others to increase efficiency.

TECH-ENABLED TRANSPARENCY AND DATA TO MEASURE IMPACT

We deployed our integrated technology platform to create transparency for all stakeholders, improve communication and safety, and provide attendance and performance data to maximize operational efficiency. Our technology platform provides visibility for administrators and parents to know the location of buses and students throughout the district. The Zūm cloud-based dashboard allows SFUSD to manage operations, track movements, plan budget, and use and analyze performance and service data to make improvements. To ensure a successful technology deployment, we:

- Collaborated with the district to seamlessly integrate data from existing technology systems
- Provisioned accounts for families, drivers, and school and district administrators
- Trained families, drivers, and school and district administrators on how to access and utilize the Zūm platform, Parent App and Driver Tablet App
- Made sure that all stakeholders could benefit from real-time ride tracking, in-app notifications, and student attendance and performance data available for every ride

SFUSD uses Zūm's routing platform for their end-to-end routing needs. Zūm's platform seamlessly integrates with SFUSD's Student Information Systems (SIS) and enables advanced routing capabilities for the district. SFUSD replaced their previous routing solution, and within weeks was up and running using Zūm's comprehensive technology platform. SFUSD uses Zūm's intuitive routing software and modern algorithmic approach to increase efficiency, reduce student travel times, and optimize performance. Zūm's routing software expedites the routing process for the district transportation team, taking significantly less time to route thousands of students, and leveraging AI/ML powered smart routing to optimize efficiency and improve on-time performance.

SFUSD uses Zūm's Technology Platform, including the following software, hardware, and services, similar in nature to the ones requested by the District in this RFP:

SOFTWARE

- Technology Platform - cloud-based web portal software
- (Student Tracking (while on bus)
- Student profile (with data from SIS)
- Dispatch Dashboard
- Bus Routing System/Software
- Parent App
- District & Campus Portal/Dashboard
- Fleet Diagnostics System
- Vehicle Inspection Reporting System
- Fleet Maintenance System
- Medicaid reporting
- Driver timekeeping

HARDWARE

- Global Positioning System (GPS)
- Driver Tablets
- Bus Ridership scanner/RFID Cards

SERVICES

- Integration with SIS
- Implementation
- Installation
- Customer Service/Tech Support

EXPEDIENT AND EFFICIENT IMPLEMENTATION

Successful and on time deployment of Zūm's technology platform is a critical component of Zūm's modern solution as it makes the daily work of drivers easier and more enjoyable, improves the experience of students, families, and school administrators, and provides valuable data to monitor performance and attendance for each ride.

Starting in July 2021, Zūm began providing SFUSD full transportation services for 3,500 students across 130 campuses, including transportation for General Education, Special Education, Non-Public, McKinney Vento, Homeless and Foster youth, as well as athletics, activities, and field trips.

To date, Zūm's transportation technology platform and services have been used to safely transport 2.3M SFUSD students across 3M miles with an average parent rating of 4.9 stars (out of 5 stars) and more than 94,500 5-star parent ratings.

PROJECT TEAM MEMBERS

Project team members involved in SFUSD who will also be working on the District contract include:

- Ritu Narayan, Chief Executive Officer
- Abhishek Garg, Chief Technology Officer
- Vivek Garg, Chief Operating Officer
- Rohit Jain, Chief Product Officer
- Shiva Nagabushanaswamy, VP, Engineering
- Ivan Vasilko, Technical Program Manager
- Andrew Mormysh, Sr. Engineering Director

- Rashmi Choudhary, Senior Data Analyst
- Melissa Shiu, Design Director
- Lipi Sanghi, Lead Product Manager
- Niket Sanghvi, Lead Product Manager
- Sarah Skinner, VP of Partnerships
- Liz Sanchez, EVP School Transportation
- Serena Wang, Senior Director, Operations

This professional, experienced team will bring the knowledge gained and lessons learned from experiences implementing a student transportation technology project in SFUSD for the benefit of the District's project.

PARENT APP

Parents of SFUSD students enjoy the app as it provides peace of mind through transparency, safety, and convenience. Parents can review comprehensive driver and vehicle profiles, cancel same-day rides, and use In-app customer support. For the District administrators, providing the parents with an app means fewer phone calls - since parents have access to real-time ride tracking and receive automated notifications with an AI-powered ETA. Administrators appreciate that the app is trusted by parents across many school districts with an App Rating on iOS of 4.5 out of 5 stars, and on Android an App Rating of 4.8 out of 5 stars.

> " It went really great today for the first day of school. I loved it, and I love how the Zūm app **lets us know where the driver is.** It is perfect. **They should have had this years ago!**
>
> Parent
> *San Francisco Unified School District*

We provide SFUSD students with RFID Cards for seamless boarding and attendance tracking. Zūm's RFID Card system allows students to check in and out when entering and exiting the bus to increase safety and efficiency during the boarding process and capture more accurate attendance and performance data for improved transparency and real-time reporting. Drivers can also check students in and out quickly using the Driver Tablet with an easy- to-use touch screen, which helps when transporting younger students or students with special needs who may not be able to use their RFID card.

With full end-to-end deployment of Zūm's integrated technology including GPS tracking, RFID card-based ridership, cameras, and the ability to access live footage in real time over the cloud, SFUSD has been able to address student incidents in real time within minutes.

SFUSD SAN FRANCISCO PUBLIC SCHOOLS

| TOTAL CAMPUSES | 130 |
| TOTAL STUDENTS | 50,566 |

SPECIAL EDUCATION	13%
SOCIOECONOMICALLY DISADVANTAGED	53%
ENGLISH LEARNERS	27%

ZŪM PERFORMANCE IN SFUSD

STUDENTS TRANSPORTED	2.3 Million
MILES DRIVEN	3 Million
AVERAGE PARENT RATING	4.9 / 5

100% EV Conversion by 2025

Seattle Public Schools

Zūm has proudly served SPS and the Seattle community since 2019 providing consistent, reliable, safe, and efficient student transportation services. Since the start of our partnership with SPS in 2019, we have safely transported more than 1.8M students over 1.5M miles, with an average on-time performance rate of 98% and a Parent Rating of 4.9 of 5 Stars with more than 15,600 5-Star Ratings from SPS parents. Our goal, at every step, has been to deliver exceptional service and demonstrate our commitment to SPS students, families, and community.

SPS enjoys our fully integrated technology platform that unifies students and families, district and school administrators, drivers, and transportation staff on a single platform. Our solution delivers transparency, safety, and efficiency; builds community trust; and provides peace of mind for all stakeholders.
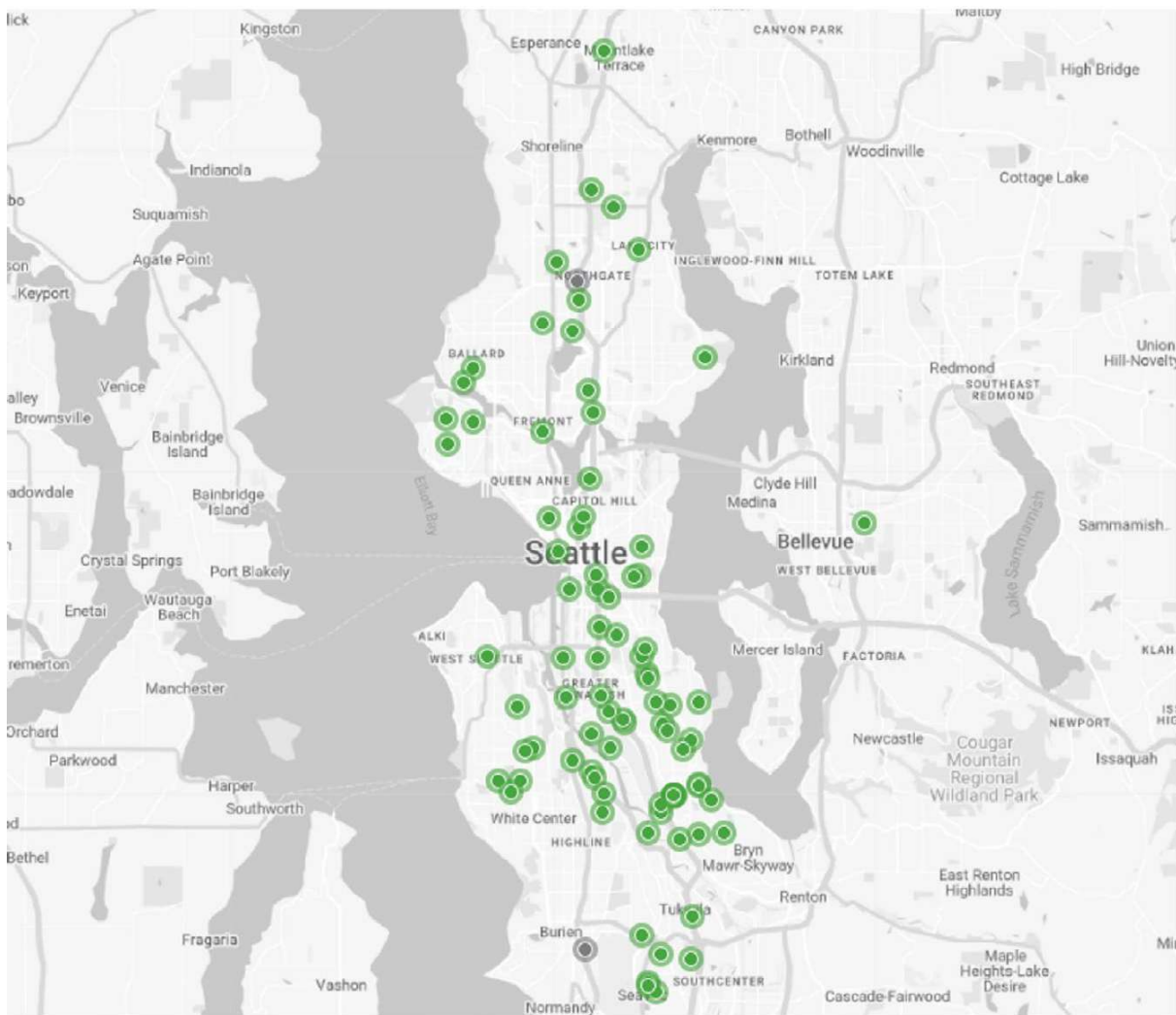
Seattle Public Schools uses Zūm's Technology Platform, including the following software, hardware, and services, similar in nature to the ones requested by the District in this RFP:

SOFTWARE

- Technology Platform - cloud-based web portal software
- (Student Tracking (while on bus)
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- Dispatch Dashboard
- Parent App
- District & Campus Portal/Dashboard
- Fleet Diagnostics System
- Vehicle Inspection Reporting System
- Fleet Maintenance System
- Medicaid reporting
- Driver timekeeping

HARDWARE

- Global Positioning System (GPS)
- Driver Tablets
- Bus Ridership scanner/RFID Cards

SERVICES

- Integration with SIS
- Implementation
- Installation
- Customer Service/Tech Support

Zūm's technology platform offers drivers an unprecedented level of control and visibility into daily operations. Yard operators can easily update rides using the technology platform, and then rides are automatically shared with drivers via the On-board Driver Tablet. Checking in students when boarding, and checking out students when leaving, allows the driver to account for all riders.
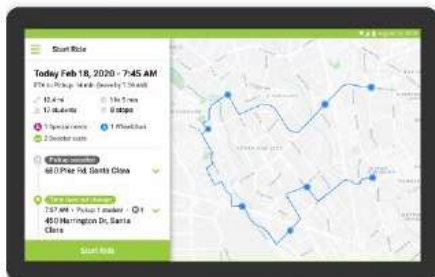
Drivers can also quickly and easily file detailed incident reports directly via the tablet rather than having to fill out paper-based reports. Drivers can rest assured that they can contact their yard, the school, or Zūm HQ with a simple tap on the tablet. We continuously train drivers to effectively use Zūm's Driver Tablet. Zūm's platform training helps drivers stay abreast of new product releases and ensures drivers can take advantage of the full scope of capabilities and tools available to deliver consistent and reliable service to students and families.

The platform's Intuitive and digitally native experience enables drivers to pick up and drop off students accurately, safely, and on-time while simplifying daily tasks.

The app, available on tablets in large vehicles and school buses, and via iOS and Android devices for smaller vehicles, provides real-time custom turn-by-turn navigation, optimized by AI/ML. Drivers can use their app to digitally clock in/out, complete their pre- and post-route vehicle inspections, and submit timesheets.

> **Even though I had never seen it like this before... I didn't have to guess to see anything... Very self explanatory.**
>
> – Driver
> *Seattle Public Schools*

Parents of students enrolled in SPS enjoy Zūm's best-in-class iOS and Android app which provides peace of mind through transparency, safety, and convenience. Providing parents with access to real-time ride tracking and automated notifications with AI-powered ETA means fewer phone calls to district employees requesting status. Parents appreciate being able to access comprehensive driver and vehicle profiles, using the self-service functions, and the ability to cancel same-day rides.
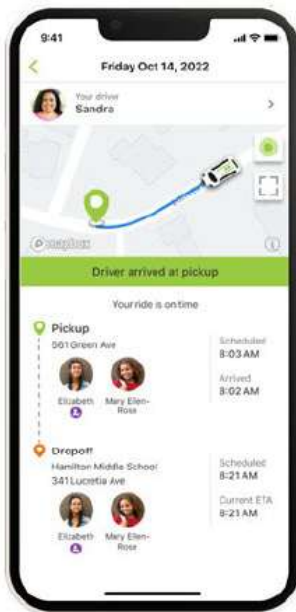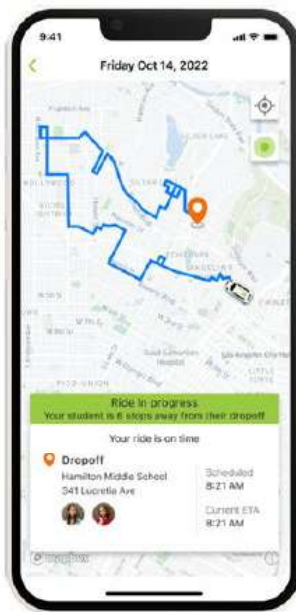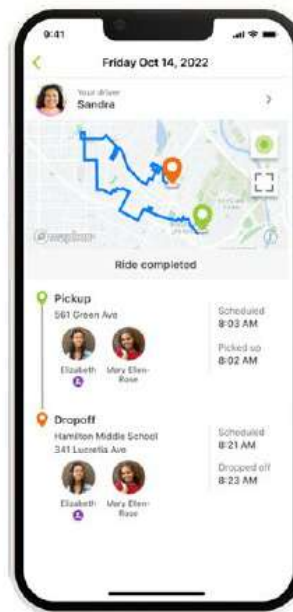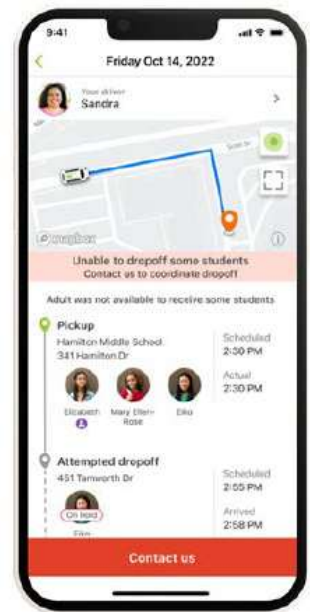
ARRIVED FOR PICKUP   FULL SCREEN MAP   RIDE COMPLETED   STUDENT ON HOLD

> **I just wanted to take a minute to say how much our family appreciates Zūm's technology. The Zūm platform, with its real-time tracking, has made our lives better on a daily basis, calming our morning routines and getting each day (and afternoon) off to a good start. We have always been grateful for our bus drivers and service over the years, but this year is the best yet thanks to Zūm.**

— Parent
Seattle Public Schools

Seattle Public Schools

TOTAL CAMPUSES **104**   TOTAL STUDENTS **50,056**

SPECIAL EDUCATION **13%**   STUDENTS QUALIFYING FOR FREE/REDUCED LUNCH **32.1%**   ENGLISH LEARNERS **12.2%**

ZŪM PERFORMANCE IN SPS

STUDENTS TRANSPORTED **1.8 Million**   MILES DRIVEN **1.5 Million**   AVERAGE PARENT RATING **4.9 / 5**

Spokane Public Schools

We are proud partners of Spokane Public Schools (SPS), providing Zūm's technology platform for SPS along with Alternative Transportation services for many of Spokane's Special Education, HEART, and McKinney Vento students. In September 2023, Zūm will provide full transportation services for SPS, including a fleet of 150 school buses, and Zūm's comprehensive technology platform to manage, monitor and optimize transportation services for all Spokane students, families, drivers, and schools.

Since launching our partnership with Spokane Public Schools in September 2022, we have safely transported more than 47,750 students over 244,000 miles, with an average on-time performance of 98% and a Parent Rating of 4.9 stars (out of 5 stars) with more than 2,000 5-Star Parent Ratings from Spokane Public Schools parents. Our goal, at every step, has been to deliver exceptional service and demonstrate our commitment to Spokane students, families, and the community.

The district uses Zūm's technology platform, including software and hardware, to manage, monitor and optimize transportation services across Spokane's full operation, including a 150-school bus fleet as well dozens of vans and smaller vehicles. As noted in several recent news articles, Zūm is creating a positive, impactful relationship with the Spokane community.

LOCAL NEWS

SPS introducing Zum bus services ahead of new school year

The new yellow buses used by the district will be from Zum, a new company for the district. In March, board members decided to part ways with Durham Bus Services.

https://www.krem.com/article/news/local/sps-introducing-zum-bus-services/293-c0e4c96a-e217-40c0-a539-db50d0e50f10

5.3 Project Team

Our people are our greatest asset. Our team is composed of industry-leading technologists, engineers, data scientists, and product gurus – from category-defining companies such as Amazon, Microsoft, Walmart, Uber, Netflix, and FedEx – with veteran school and district administrators, experts in logistics and operations. Our team shares a common mission – to modernize student transportation. To execute this mission, Zūm developed a cutting-edge, fully integrated student transportation technology platform and unparalleled services proven to deliver safety, transparency, efficiency, and build community trust.

Zūm's team has a collective experience of more than 330+ years designing and implementing technology solutions to modernize transportation. As a nimble organization, we will evolve with the District, continuing to meet your needs over time. Our experienced team sets the bar high by collaborating with our district partners to ensure exceptional customer service and on-time implementation. As this project is significant to our company, we will apply the appropriate resources and personnel to ensure its success. This project has the attention and dedication of our leadership team and all personnel throughout our organization.

With Zūm, company founders and senior leadership will be intimately involved in this project for the District, often engaged in weekly calls with stakeholders. Zūm already has a strong and fully staffed team in place to meet the goals of this project. We chose our team to ensure leaders are mission-driven, student- and customer-centric, with a strong bias to action, and a problem-solving mindset. The following organizational charts show our corporate team and structure and the key personnel to be involved in the District's project.

Corporate Organizational Chart
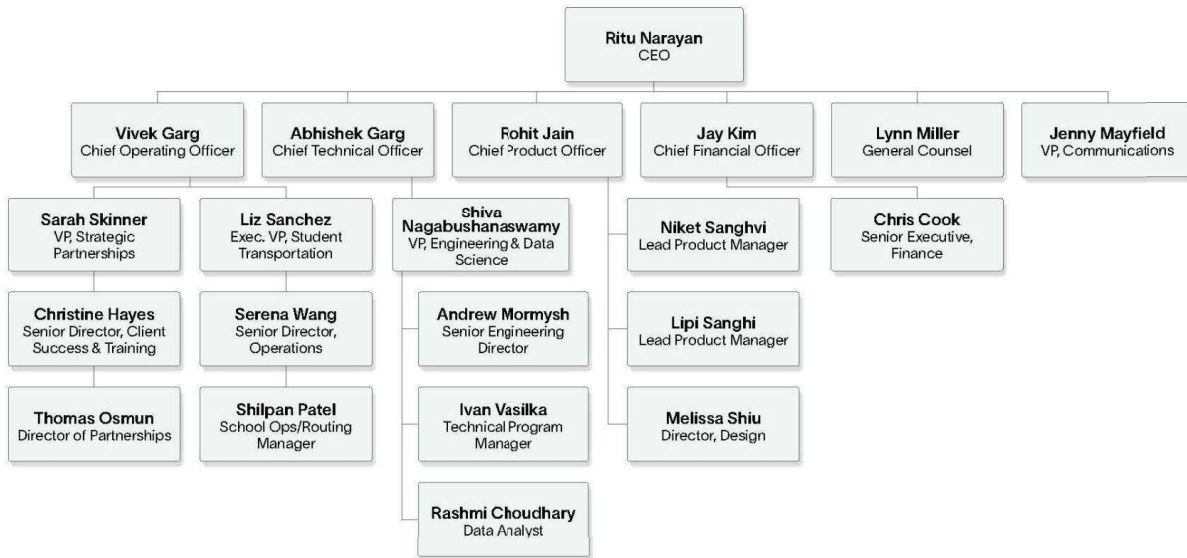
Project Organization Chart

Implementation Team and Ongoing Project Team

The following table lists the team members, the extent of their involvement in the District's project, and whether they participate in implementation, ongoing support, or both.

Team Member	Implementation Role	Ongoing Support	Responsibilities
Ritu Narayan Chief Executive Officer	√		Executive Sponsor • Engaged and effective executive sponsor • Ultimately accountable for success of the District project • Leverages Zūm resources on behalf of the District to align project with vision and strategy
Abhishek Garg Chief Technology Officer	√	√	Implementation Lead • Acts as Implementation Lead and main contact for the District • Provides expertise, guidance, and applied experience to project for the benefit of the District • Creates and leads the project team, monitors project progress, sets deadlines, solves issues that arise, manages budget, ensures stakeholder satisfaction, and evaluates project performance • Effectively makes plans that support project goals and leads the team to perform efficiently • Works diligently to keep the team engaged, motivated, and focused on the task at hand
Vivek Garg Chief Operating Officer	√		Executive Sponsor • Ensures importance of projects is communicated throughout Zūm
Rohit Jain Chief Product Officer	√	√	Product Management • Leads and develops the product vision and roadmap ensuring value for the District • Ties the product vision to the District's goals and mission • Ensures business requirements, platform setup, data integration, and technical onboarding is completed seamlessly and according to the contract needs and timeline • Works with Subject Matter Experts and product leads for the District to provide role-based training and support to drive platform adoption, monitor Key

Team Member	Implementation Role	Ongoing Support	Responsibilities
			Performance Indicators (KPIs), and ensure successful implementation of the project
Lynn Miller Corporate Counsel	√		Legal Guidance ● Provide guidance and insight on data privacy, safety, and security
Jay Kim Chief Financial Officer	√		Financial Oversight & Guidance ● Manage financial documents and budgeting for Zūm's operations with the District
Chris Cook Senior Executive, Finance	√		Financial Oversight & Guidance ● Manage financial documents and budgeting for Zūm's operations with the District
Liz Sanchez Executive Vice President School Transportation	√	√	Guidance & Expertise ● Maintains executive-level oversight of our transportation and technology operations for the District ● Remains a close point of contact for the District leaders throughout the duration of the contract ● Provides guidance and expertise based on years of operating successful transportation systems in large K-12 school districts
Shiva Nagabushanaswamy Vice President, Engineering & Data Science	√	√	Engineering ● Works closely with the District team to provide direct support during implementation and setup to ensure a smooth transition ● Oversees data integration, platform integration to ensure successful launch ● Oversees hardware installation and validation to ensure the end-to-end systems are working as expected ● Works with the Zūm Engineering team to ensure we have robust proactive monitoring systems setup for software and hardware ● Oversees implementation of technical support, timely review, and action on the tickets to ensure the District receives the best technical support during and after the launch ● Works closely with Zūm's data science team and the District to analyze performance metrics and adoption data, identify any issues for escalation, and

Team Member	Implementation Role	Ongoing Support	Responsibilities
			make proactive recommendations to platform adoption and data usage to maximize operational efficiency
Sarah Skinner Vice President of Partnerships	√	√	Partner Relationship ● Acts as liaison between the District and Zūm, meeting with the District on an agreed upon cadence and ensuring Zūm provides exceptional customer service to all stakeholders and all levels of the project
Jenny Mayfield Vice President of Communications	√	√	Guidance & Expertise ● Messages and positions product ● Communicates externally and internally ● Develops strategic partnership
Ivan Vasilko Project Manager	√	√	Project Manager ● Supports project from initiation to completion ● Scales processes for successful project ● Works to meet project budget ● Communicates with stakeholders, including IT managers, vendors, and executive leaders ● Facilitates risk management and mitigation ● Gathers, analyzes, and reports IT metrics
Andrew Mormysh Senior Engineering Director	√	√	Engineering ● Implements and deploys all technology and provides continued support
Rashmi Choudhary Senior Data Scientist	√	√	Data Science ● Builds insights and analytics required to understand the day-to-day performance of the District's transportation
Melissa Shiu Design Director	√	√	Design ● Delivers exceptional product and user experience ● Oversees design team and UX research ● Ensures that all efforts lead to creative outcomes that are high-quality and appropriate for the District ● Guides team through an array of complicated design problems

Team Member	Implementation Role	Ongoing Support	Responsibilities
Lipi Sanghi Lead Product Manager	√	√	Product Management ● Conceptualizes, designs, develops, tests, and launches platform for the District ● Uses technical expertise and comprehensive product knowledge to meet the District's needs
Niket Sanghvi Lead Product Manager	√	√	Product Management ● Evaluates end-user needs and product requirements ● Aligns updates to software development life cycle ● Implements product roadmap
Christine Hayes Senior Director of Client Success	√	√	Partner Relationship ● Assists with ensuring the District's voice is heard within Zūm ● Supports the District stakeholders' engagement and training to meet objectives
Thomas Osmun Director of Partnerships	√	√	Partner Relationship ● Located in Las Vegas ● Acts as liaison between the District and Zūm, meeting with the District on an agreed upon cadence and ensuring Zūm provides exceptional customer service to all stakeholders and all levels of the project
Serena Wang Senior Director, Operations	√	√	Training Lead ● Oversees training activities ● Reports to the District on training activities ● Identifies areas that need training ● Maintains training information and updates training materials ● Ensures training events are successful and effective
Shilpan Patel School Operations, Routing, Training	√	√	Trainer ● Implements training activities ● Conducts training sessions ● Meets with the District stakeholders regularly to communicate training progress ● Designs training programs

We provide bios of our key personnel here. We provide full resumes in Appendix A.

- Ritu Narayan, Chief Executive Officer
- Abhishek Garg, Chief Technology Officer
- Vivek Garg, Chief Operating Officer
- Rohit Jain, Chief Product Officer
- Lynn Miller, General Counsel
- Jay Kim, Chief Financial Officer
- Chris Cook, Senior Executive, Finance
- Liz Sanchez, EVP School Transportation
- Shiva Nagabushanaswamy, VP, Engineering
- Sarah Skinner, VP of Partnerships
- Jenny Mayfield, VP, Communications
- Ivan Vasilko, Technical Program Manager
- Andrew Mormysh, Senior Engineering Director
- Rashmi Choudhary, Senior Data Analyst
- Melissa Shiu, Design Director
- Lipi Sanghi, Lead Product Manager
- Niket Sanghvi, Lead Product Manager
- Christine Hayes, Senior Director of Client Success
- Thomas Osmun, Director of Partnerships
- Serena Wang, Senior Director, Operations
- Shilpan Patel, School Operations, Routing, Training

Ritu Narayan, Chief Executive Officer

Ritu founded Zūm Services, Inc. after 15 years of engineering and product management at eBay, Yahoo!, and Oracle. Ritu's vision for Zūm is to empower families and schools through social innovation, environmental consciousness, transportation expertise, and technological advancement. Ritu and Zūm are helping families achieve their personal and professional goals by re-imagining student transportation and school partnerships to optimize assets, routes, and administrative efforts.

Abhishek Garg, Chief Technology Officer

Abhishek co-founded Zūm Services, Inc. with Ritu and Vivek. He is the company's CTO, overseeing Product, Engineering, and Data Science Teams. He pioneered the first-ever end-to-end child transportation technology for Zūm, creating a platform where drivers, families, and schools connect. With a decade of experience in engineering, data science, and product strategy, he offers Zūm next generation thinking that guided his major product advancements for Roche, Novartis, and Harvard Medical School.

Vivek Garg, Chief Operating Officer

Vivek is co-founder and COO of Zūm Services, Inc. Prior to starting Zūm, he was an army officer for 11 years. At Zūm, Vivek's role is to maintain high standards of quality, safety, and customer service. In this role, Vivek oversees operations scaling to deliver best-in-class experiences for users. His determination and extensive operations experience brings a unique balance of discipline, process standardization, and high-level ideation.

Rohit Jain, Chief Product Officer

Rohit Jain, who leads Zūm's Product, Design and UX research team (s) brings exceptional, directly applicable experience to this project, having established and led a team of more than 200 product managers, designers and product analytics experts building and scaling Walmart's ecommerce technology including transportation & last mile, and a decade at Amazon. Rohit ensures all the district's requirements, product rollout including platform setup, data integration, and technical onboarding is completed seamlessly and according to the contract timeline.

Lynn Miller, General Counsel

Lynn Miller, General Counsel, works with our management team and Board to provide strategic legal advice and set governance policies as Zūm continues to expand nationally. Previously, Lynn was the Deputy General Counsel at Tesla, and served as the company's head of Litigation, Regulatory, and Privacy groups. At Tesla, Lynn defended the company in lawsuits and regulatory challenges and helped design business strategies that advanced Tesla's goals while protecting it from legal risk. Lynn was at Apple for 14 years managing its litigation and regulatory enforcement actions worldwide.

Jay Kim, Chief Financial Officer

Jay Kim recently joined Zūm as Chief Financial Officer, bringing decades of management experience from innovative and industry-defining companies such as Disney, Bowers and Wilkins, and, most recently, Carbon Health, where he held the same role. Jay began his career at Goldman Sachs. He earned a Master of Business Administration degree from Harvard Business School and a Bachelor of Science degree in Political Science from Harvard College. He is a Southern California native.

Chris Cook, Senior Executive, Finance

Chris has over 30 years of diversified experience, including Big 4 Public Accounting, Executive Management, Finance, SEC reporting, budgeting and planning, equity and debt offerings, M&A, SOX 404 implementation, litigation support, and IPO. Her background includes knowledge of financial institutions, financial technology, wealth management, non-profit, manufacturing, distribution, entertainment, and construction. Chris is a recipient of the CFO Recognition Award from the North Bay Business Journal, the Most Influential Women in Bay Area Business from the SF Business Journal, and the Women in Business Award from the North Bay Business Journal.

Liz Sanchez, Executive Vice President

Liz is Zūm's Executive Vice President. She has over 30 years of experience in all aspects of multi-state management including operations, financial, business development, labor, fleet, new start- ups, change management, and facility management. Successful in leading large multi markets with full operational and P&L responsibility. Prior to Zūm, Liz was the COO of North American Student Transportation at National Express and Senior Vice President for the Southwest region at First Student.

Shiva Nagabushanaswamy, Vice President of Data Science & Engineering

Shiva is responsible for building and scaling the engineering organization at Zūm, bringing his years of technical expertise, best engineering practices, and experience in building and leading teams to deliver mission-critical large scale complex technology platforms. He has more than two decades of engineering experience, most recently serving as Director of Engineering at Uber, Netflix, and Microsoft.

Sarah Skinner, Vice President of Strategic Partnerships

Sarah focuses on growth and impact at Zūm. Sarah has dedicated her career to improving educational equity leveraging transformative technologies and innovative approaches to learning to ensure that all students graduate ready to thrive in college, career, and life. Sarah is an educator with over 15 years of experience in schools. Sarah designed and led systems for professional learning and change management with data-driven decision making to improve student outcomes, equity, and organizational performance.

Jenny Mayfield, Vice President of Communications

Jenny Mayfield, VP of Communications, brings more than 20 years of experience positioning brands and executives, developing teams, and storytelling. Her experience covers messaging and positioning, corporate and product PR, media relations, crisis communications, internal communications, social media, strategic partner development and management, and policy communications. Prior to joining Zūm, Jenny was the Head of Communications at Nextdoor, the neighborhood network, where she successfully elevated and positioned the company as the leading platform to connect consumers to the neighborhoods that matter to them, resulting in one of the most successful SPAC announcements to date (NYSE: KIND).

Ivan Vasilko, Technical Program Manager

Ivan has 10+ years of successful experience as a software engineer. As a Technical Program Manager, Ivan oversees the delivery of complex software projects. He ensures the successful delivery of mission-critical technology platforms by collaborating closely with engineering, product, and business stakeholders to define project goals, scope, and timelines, as well as to identify and mitigate risks. He has experience with Quality Assurance process creating efficiency and decreasing testing costs and leading development, establishment, and enforcement of quality assurance measures and best practices.

Andrew Mormysh, Senior Engineering Director

Andrew helps lead our engineering function, offering decades of technical expertise and entrepreneurial experience in building industry-leading applications and pushing teams to solve large-scale technology platforms that positively impact everyday consumers. Before Zūm, Andrew founded and led three software companies and previously spent time as a Senior Software Engineer at Google.

Rashmi Choudhary, Senior Data Analyst

Rashmi is a skilled technology professional with an extensive foundation in descriptive, predictive, and prescriptive analytics. Armed with data modeling expertise, and analytical results, she communicates insights and recommendations that drive maximum business impact.

Melissa Shiu, Design Director

Melissa brings senior design experience in B2C and B2B spaces across multiple industries. At Zūm, she blends user experience, visual design, product, and branding expertise to build and evolve our industry-leading products and experiences through conceptual thinking and hands-on design. She is adept at creating solutions and experiences through inspired design, systems thinking, storytelling and collaboration.

Lipi Sanghi, Lead Product Manager

Lipi brings 16+ years of experience in technology development and deployment, across a variety of roles in product management and software engineering at companies such as Meta, Walmart, and Amazon. Prior to joining Zūm, Lipi spent the last 4+ years in product management at Meta (Facebook) building Facebook Groups. Previously, she spent more than six years at Walmart where she leveraged machine learning to build products related to Payments and Returns fraud mitigation, inventory forecasting & algorithmic product pricing.

Niket Sanghvi, Lead Product Manager

Niket is a proven product leader with a history of growing industry-leading technologies from conception to delivery at companies such as Microsoft, DoorDash, and Updater. He is a customer-obsessed and data-driven strategist who offers impressive experience across consumer mobile, marketplace, and business-to-business and business-to-consumer applications. Beyond his technical expertise in scaling platforms, Niket is a dedicated mentor and skilled manager of high-performing product management teams.

Christine Hayes, Senior Director of Client Success

Christine brings her expertise in developing solid, positive district partner relationships to Zūm. She is accomplished in cultivating and managing partner relationships, guiding and mentoring staff, and moving strategy into action to attain program goals. Our district partners enjoy working with Christine due to her approachability, responsiveness, engaging manner, and consistent success in building strong, sustainable, and productive partnerships.

Thomas Osmun, Director of Partnerships

Thomas has dedicated over 15 years to the field of education, demonstrating a steadfast commitment to student success in an evolving digital landscape. His career spans various roles, including K-12 special education teacher, MTSS coach, middle school assistant principal, and professional development supervisor. In the last six years, Thomas has been instrumental in supporting school districts across the Mountain West states, helping them navigate complex challenges through strategic planning and enhancing digital readiness.

Serena Wang, Senior Director of School Operations

Serena is responsible for overseeing the company's school operations and customer support teams. Serena also participates in regularly reviewing metrics and Key Performance Indicators (KPIs) with key accounts to ensure excellent performance and customer service. Prior to Zūm, Serena was an Operations Manager at Amazon.

Shilpan Patel, School Operations, Routing, Training

Shilpan assisted with the successful launch of our technology platform and services in San Francisco Unified School District, Seattle Public Schools, and Spokane Public Schools. He has been serving some of Zūm's largest district partners for more than three years, his oversight allowing us to achieve 98% on-time performance with an overall parent rating of 4.9 stars (out of 5 stars). Shilpan and our operations team will ensure the District is onboarded successfully, including training.

6. Reference Form

6. Reference Form (RFP 13.0)

6.4 All Vendors must fill out and submit the included Reference form in Section 13.0, highlighting any K-12 experience.

We include our Reference Form as requested.

12.0   **REFERENCES**

References – List three (3) references for which your company has completed similar services for projects of similar scope. Colorado K-12 public school references are preferred, if available.

13.1   Company Name <u>Oakland Unified School District</u>

Address <u>1000 Broadway, Suite 300, Oakland, CA, 94607</u>

Contact Person <u>Kimberly Raney, Executive Director of Transportation & Logistics</u>

Telephone <u>(951) 536 - 9210</u>

Email <u>kimberly.raney@ousd.org</u>

Describe type of work/service performed or items supplied _____

<u>Software, hardware, and services covering all aspects of RFP 24-680-007.</u>

13.2   Company Name <u>San Francisco Unified School District</u>

Address <u>555 Franklin St, San Francisco, CA 94102</u>

Contact Person <u>Arcadio "Archie" Fokin, Executive Director of Transportation</u>

Telephone <u>(415) 695 - 5505</u>

Email <u>fokina@sfusd.edu</u>

Describe type of work/service performed or items supplied _____

<u>Software, hardware, and services covering all aspects of RFP 24-680-007.</u>

13.3   Company Name <u>Spokane Public Schools</u>

Address <u>200 N. Bernard St, Spokane, WA 99201</u>

Contact Person <u>Corey Arkle, District Transportation Manager</u>

Telephone <u>(509) 862 - 7090</u>

Email <u>coreya@spokaneschools.org</u>

Describe type of work/service performed or items supplied _____

<u>Software, hardware, and services covering all aspects of RFP 24-680-007.</u>

7. Bid Certification Form

7. Bid Certification Form (RFP 14.0)

6.5 All Vendors must sign and submit the Bid Certification Form in Section 14.0

We include our Bid Certification Form as requested.

13.0 **BID CERTIFICATION FORM**

<div align="center">

STUDENT TRANSPORTATION SAFETY REFRESH

RFP #24-680-007

</div>

The District will only accept and consider electronically submitted proposals from Vendors, which must be submitted and received in the www.bidnetdirect.com **electronic solicitation portal on or before January 19, 2023, 2:00 p.m. MT.**

The undersigned hereby affirms that:

- Vendor is a duly authorized agent of the company issuing this Bid and that all information provided in the Bid is true and accurate.
- Vendor has read the conditions and technical specifications, which were made available to the company in conjunction with this RFP, and fully understands and accepts these terms unless specific variations have been expressly listed in the Bid.
- Vendor will adhere to all terms and conditions and provide, at a minimum, all services as expressed in the RFP and/or the company's Bid responding to the RFP.
- Vendor meets or exceeds all of the required criteria as specified by this RFP, or if not, has submitted a Justification for Consideration addressing any failure to meet the criteria.
- Vendor's Bid is being offered independently of any other Vendor and in full compliance with the terms specified in the RFP.
- Vendor will accept any awards made to it, as a result of this RFP for a minimum of ninety (90) calendar days following the date and time of the RFP closing.

Company Name: Zum Services, Inc.

Signature of Agent: *Ritu Narayan*

Printed Name: Ritu Narayan

Title: Chief Executive Officer

E-mail address: ritu@ridezum.com

Mailing address: 275 Shoreline Drive, Suite 200, Redwood City, CA 94065

Phone Number: (855) 743 - 3986

Contact Person: Sarah Skinner / (206) 669 - 8451 / sarah@ridezum.com
(If different from Agent – include e-mail address and phone number)

NOTE: Bids submitted without the signature of an authorized agent of the company may be considered non-responsive and ineligible for the award.

A. Appendix A: Resumes

→ **Ritu Narayan,** Chief Executive Officer

→ **Abhishek Garg,** Chief Technology Officer

→ **Vivek Garg,** Chief Operating Officer

→ **Rohit Jain,** Chief Product Officer

→ **Lynn Miller,** General Counsel

→ **Jay Kim,** Chief Financial Officer

→ **Liz Sanchez,** EVP School Transportation

→ **Shiva Nagabushanaswamy,** VP, Engineering

→ **Sarah Skinner,** VP of Partnerships

→ **Jenny Mayfield,** Vice President, Communications

→ **Ivan Vasilko,** Technical Program Manager

→ **Andrew Mormysh,** Senior Engineering Director

→ **Rashmi Choudhary,** Senior Data Analyst

→ **Melissa Shiu,** Design Director

→ **Lipi Sanghi,** Lead Product Manager

→ **Niket Sanghvi,** Lead Product Manager

→ **Christine Hayes,** Senior Director of Client Success

→ **Thomas Osmun,** Director of Partnerships

→ **Serena Wang,** Senior Director, Operations

→ **Shilpan Patel,** Operations, Routing & Training

Appendix A – Resumes

- Ritu Narayan, Chief Executive Officer
- Abhishek Garg, Chief Technology Officer
- Vivek Garg, Chief Operating Officer
- Rohit Jain, Chief Product Officer
- Lynn Miller, General Counsel
- Jay Kim, Chief Financial Officer
- Chris Cook, Senior Executive, Finance
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- Thomas Osmun, Director of Partnerships
- Serena Wang, Senior Director, Operations
- Shilpan Patel, School Operations, Routing, Training

Ritu Narayan

CHIEF EXECUTIVE OFFICER
Executive Sponsor for PSD

EDUCATION & CERTIFICATIONS

MS, MANAGEMENT
STANFORD GRADUATE SCHOOL
OF BUSINESS

BE, COMPUTER ENGINEERING
DELHI INSTITUTE OF TECH.

EXPERTISE

Skills

Budgetary Management

Change Management

Community Relations

Executive Strategy

Fundraising

Investor Management

Scenario Planning

Project Finance

Teambuilding

Thought Leadership

BIOGRAPHY

Ritu founded Zūm Services, Inc. after 15 years of engineering and product management at eBay, Yahoo!, and Oracle. Ritu's vision for Zūm is to empower families and schools through social innovation, environmental consciousness, transportation expertise, and technological advancement. Ritu and Zūm are helping families achieve their personal and professional goals by reimagining student transportation and school partnerships to optimize assets, routes, and administrative efforts.

EXECUTIVE SPONSOR - PSD PROJECT

- Engaged and effective executive sponsor
- Ultimately accountable for success of PSD project
- Leverages resources on behalf of PSD to align project with vision and strategy

RELEVANT EXPERIENCE

Chief Executive Officer 2014 – Present
Zūm

- Set positive corporate culture and tone
- Develop strategy, communicate vision, inspire team to be excited about our future
- Delegate projects and initiatives
- Manage executive team including Chief Technology Officer, Chief Operating Officer, Chief Financial Officer, Chief Product Officer, General Counsel, Vice President of Communications, and Senior Director of People and Talent
- Assess progress towards business goals and decide action plan to meet annual expectations and improve financial growth
- Explore acquisitions and opportunities to drive value
- Oversee financial planning by balancing profits, costs, and opportunities

Ritu Narayan

Founder 2013 – 2014
TechX

- Founded TechX with a vision to connect ideas and people in technology and Silicon Valley with the Stanford community.

- Led the initiative from concept to launch, creating brand, recruiting volunteers and empowering them to be TechXpreneurs, managing and running the agenda and operations to meet the needs of student community and to create collaborative relationships with industry

Group Product Manager 2011 – 2013
eBay

- Built and managed a high-performing team of senior Product Managers to identify, conceptualize, design, and launch data driven products to make 3.5 million sellers successful on eBay while delivering delightful experience for over 100 million active buyers on eBay's platform

- Increased gross merchandise value by $300M in 18 months by serving as Global Product manager for high-profile initiative to improve quality of listings and hence usability, experience, and profitability for eBay

- Improved standards in 12 million eBay listings in less than 3 months by envisioning and leading a team to develop a patent-pending product providing personalized guidance to sellers

Lead Product Manager 2010 – 2011
Yahoo

- Defined and owned business and product requirements

- Supervised the product development process from beginning to end

- Oversaw customer needs evaluation, product cost estimation, product schedule design, and product backlogs improvement

Principal Product Manager 2004 – 2010
Oracle

- Evaluated market trends, product competitiveness, and customer pain points to drive product strategy, roadmap, and investment opportunities on Oracle's Applications and Analytics platform

- Authored development, partnership, and acquisition plan to fill strategic gaps in Oracle's CRM solution and secured $5M in go-to-market funds by partnering with leading system integrator

- Led over 70 product managers, developers, and QA engineers to deliver multiple large scale products on time and within budget

Management Consultant 2001 – 2004
Price Waterhouse Cooper (PWC) / IBM

- Led large teams of consultants on fortune 500 clients such as SUN Microsystems, Cadence, Clorox, Warner Brothers, and Nissan to streamline their customer facing processes - Marketing, Sales, eCommerce, Multi channel Customer Service, Partners, and Analytics on industry leading CRM solutions

- Created and presented new project proposals to clients that led to substantial new business for the firm

Abhishek Garg

CHIEF TECHNOLOGY OFFICER
Implementation Lead for PSD

EDUCATION & CERTIFICATIONS

POSTDOCTORAL RESEARCHER
HARVARD MEDICAL SCHOOL, USA

PHD, COMPUTER SCIENCE
EPFL, SWITZERLAND

BE, COMPUTER SCIENCE
INDIA

BIOGRAPHY

Abhishek is co-founder and CTO of Zūm Services Inc. He is the pioneer behind the modern, highly scalable, and secure technical architecture of Zūm's student transportation platform. Abhishek oversees a talented team of Product, Engineering, QA, and Data Science at Zūm. He built our award winning and globally recognized product and successfully implemented Zūm technology in districts across the nation. Having earned a PhD in Computer Science and Post-doctoral research from Harvard University, Abhishek has over a decade of experience in engineering, data science, and product strategy.

IMPLEMENTATION LEAD - PSD PROJECT

- Lead the project team from ideation to launch and post-launch support.
- Monitor project progress, set deadlines, solve issues that arise, manage budget, ensure stakeholder satisfaction, and evaluate project performance
- Provide expertise, guidance, resources and technical, operational and business expertise to ensure project runs as per the timeline and to the benefit of PSD
- Act as point of contact and is responsible for providing regular updates to PSD leadership, take feedback and implement feedback
- Oversee implementation, installation, integrations, and training throughout the project

RELEVANT EXPERIENCE

Co-founder and Chief Technology Officer 2015 - Present

Zūm

- Set product and technology vision
- Lead implementation of that vision from drawing board to end user outcomes
- Built Zūm's integrated student transportation technology platform from scratch
- Built and scaled engineering, product, design and data science teams
- Led or guided implementation of Zūm technology for school transportation operations in large urban school districts like PSD San Francisco USD, Oakland USD, Seattle Public Schools, Spokane Public Schools, and Howard County Public School System

Abhishek Garg

Co-founder and Chief Technology Officer 2015 – Present
Zūm

- Act as advisor to school district leadership and staff on existing technology implementation and emerging technology ideation/planning

- Evaluated and built strategic partnerships with other cutting edge technology providers that complement Zūm offering with goal to keep our customers ahead of the curve on safety, reliability, efficiency and performance of anything related to school transportation

- Awarded more than 7 patents on Zūm's technology in the student transportation space

Data Science Researcher 2010 – 2014
Novartis, Roche, and Harvard Medical School

- Lead Data Science initiatives at world leading biomedical companies and academic research labs

- Built complex and large scale computational algorithms for critical genetics applications in clinical trial

Vivek Garg

CHIEF OPERATING OFFICER
Executive Sponsor for PSD

EDUCATION & CERTIFICATIONS

MS, MANAGEMENT
STANFORD GRADUATE SCHOOL
OF BUSINESS

MS, MILITARY SCIENCE
INDIAN MILITARY ACADEMY

BACHELOR OF SCIENCE
NATL. DEFENCE ACADEMY

EXPERTISE

Skills

Budgetary Management

Contract Negotiation

Labor Relations

Motivational Speaking

Operational Leadership

Partnership Development

Program Management

Stakeholder Engagement

Strategic Planning

Supply Chain Management

Teambuilding

BIOGRAPHY

Vivek is co-founder and COO of Zūm Services, Inc. Prior to starting Zūm, he was an army officer for 11 years. At Zūm, Vivek's role is to maintain high standards of quality, safety, and customer service. In this role, Vivek oversees operations scaling to deliver best-in-class experiences for users. His determination and extensive operations experience brings a unique balance of discipline, process standardization, and high-level ideation.

EXECUTIVE SPONSOR - PSD PROJECT

- Ensures importance of projects is communicated throughout Zūm

RELEVANT EXPERIENCE

Chief Operating Officer 2017 – Present
Zūm
- Member of founding sibling team alongside sister, Ritu (CEO), and brother, Abhishek (CTO)
- Responsible for operational excellence, partnership development, and customer satisfaction across Zūm's rapidly growing national operations

Operations Lead 2014 – 2015
Safexpress Private, Ltd.
- Led operational planning and execution efforts for India's fastest and largest growing supply chain company, managing a portfolio of four different distribution offerings via ground and air

Researcher, Operations & Supply Chain 2013 – 2014
Stanford University, SEED Institute
- Researched on supply-chain innovation in China under Prof. Hau Lee (Thoma Professor of Operations & Director SEED) and Dr. Nicholas C. Hope AM (Director Stanford Center for International Development, SCID)
- Conducted fieldwork across China's rural and urban regions, engaging with Central and local government / regulatory bodies, local entrepreneurs, VC & PE funds, Chinese Universities and Academia

Vivek Garg

Founder 2009 – 2012
BAPAR, Inc.

- Founded a social enterprise that works on private sector development, incubates entrepreneurship and generates employment for the at-risk youth and women in fragile and conflict states of India

- Established manufacturing operations and supply-chains of Small and Medium Enterprises in agriculture and textile sector

- Built public-private partnerships and supply-chain from scratch for local businesses and connected them with domestic and global markets

- Built innovative interdependence model based on complementary skills and resources to promote peaceful coexistence among fighting ethnic groups and mitigate risk to supply-chains due to ethnic conflict

Major 2000 – 2011
Indian Army

- Core Operations and Strategy engagement ranging from leading a platoon of 30 men in counter terrorism operations to leading a deployment of 200 soldiers and officers at Siachen Glacier - the world's highest battle field over 19000 ft altitude

- Led planning and managing deployment of over 10,000 troops of an Army Division in combat operations and advising senior military and government officials on sensitive geo-political and security issues concerning South Asia

Rohit Jain

CHIEF PRODUCT OFFICER
Product Management for PSD

EDUCATION & CERTIFICATIONS

MS, COMPUTER SCIENCE
MARQUETTE UNIVERSITY

MBA
INDIAN INSTITUTE OF SOCIAL WELFARE AND BUSINESS MANAGEMENT

EXPERTISE

Technical Capabilities

Agile Scrum Master

CSPO

Product Architecture

(Front & Back-end)

Skills

Budgeting / P&L

Customer Service

Hiring & Management

Product Strategy

Teambuilding

UI/UX

BIOGRAPHY

Rohit Jain is Zūm's first Chief Product Officer, joining after nearly seven years at Walmart Labs, where he established and led a team of more than 200 product managers, designers and product analytics experts building and scaling Walmart's e-commerce technology. Prior to Walmart, Rohit spent a decade at Amazon working across a number of areas, including mobile shopping and international payments. He brings a proven track record of creating innovative, customer-centric products and building world-class technology teams.

PRODUCT MANAGEMENT - PSD PROJECT

- Leads and develops the product vision and roadmap ensuring value for PSD

- Ties the product vision to PSD's goals and mission

- Ensures platform setup, data integration, and technical onboarding is completed seamlessly and according to the contract timeline

- Works with Subject Matter Experts and product leads for PSD to provide role-based training and support to drive platform adoption, monitor KPIs, and ensure successful implementation of the project

RELEVANT EXPERIENCE

Chief Product Officer 2022 – Present
Zūm
- Leads Product and Design team

- Oversee product strategy, development, design and innovation utilizing expertise in logistics and tech to usher in a new chapter of transformation

Rohit Jain

Vice President, Product Management & Technology 2015 – 2022
Walmart Global Technology

- Led Omni & Supply Chain Tech Product Management team of 200+ PM's, designers, researchers, writers, product analytics distributed globally

- Built platform products and technology that powers Omni Item/Catalog, inventory, fulfillment, transportation and Last Mile for Walmart globally

- Built and scaled multiple new product lines from inception including crowd-sourced Spark Shopper and Delivery (B2C), as well as GoLocal (B2B)

- Built and executed technical product strategy for online grocery pick up and delivery

Product Management Leader 2007 – 2015
Amazon

- Led product strategy and product delivery for multiple products spread across mobile consumer experience for hardlines, discovery of services like extended warranties, product comparison, digital offers, global payments and international cross border foreign currency exchange platform

Lynn Miller

GENERAL COUNSEL
Compliance for PSD

EDUCATION & CERTIFICATIONS

JURIS DOCTOR (JD)
UNIVERSITY OF CALIFORNIA, LOS ANGELES

BACHELOR OF ARTS
UNIVERSITY OF CALIFORNIA, BERKELEY

BIOGRAPHY

Lynn Miller, General Counsel, works with our management team and Board to provide strategic legal advice and set governance policies as Zūm continues to expand nationally. Prior to Zūm, Lynn was the Deputy General Counsel at Tesla, leading its Litigation, Regulatory, and Privacy groups and, previously was at Apple for 14 years managing its litigation and regulatory enforcement actions worldwide.

COMPLIANCE - PSD PROJECT

- Provides guidance and insight on data privacy, safety, and security

RELEVANT EXPERIENCE

General Counsel 2023 – Present
Zūm
- Design business strategies to advance Zūm's goals while protecting against litigation, regulatory, and contractual risk
- Act as a trusted advisor to management and the Board to solidify our position as a leader in modern, sustainable and equitable student transportation

Deputy General Counsel, Litigation, Regulatory & Privacy 2014 – 2021
Tesla
- Served as head of company's Litigation, Regulatory, and Privacy groups
- Successfully defended the company in lawsuits and regulatory challenges and helped design business strategies that advanced Tesla's goals while protecting it from legal risk

Senior Litigation Manager, Regulatory & Privacy 1999 – 2013
Apple
- Responsible for managing litigation and regulatory enforcement actions worldwide across a broad range of practice areas
- Joined company at 2% market share and helped enable disruption and industry innovation through legal support designed to remove roadblocks

Jay Kim

CHIEF FINANCIAL OFFICER
Financial Management for PSD

EDUCATION & CERTIFICATIONS

MBA
HARVARD BUSINESS SCHOOL

BS, POLI. SCI. & GOVERNMENT
HARVARD COLLEGE

BIOGRAPHY

Jay Kim provides critical financial leadership as Zūm continues to expand and serve students, families, and drivers in districts across the U.S. He brings decades of management experience from innovative and industry-defining companies such as Disney and Bowers and Wilkins. Previously, Jay was the CFO for Carbon Health Technologies where he helped scale the company's footprint and operations. Earlier in his career, he spent 13 years as an investment banker at Goldman Sachs and Deutsche Bank Securities.

FINANCIAL MANAGEMENT - PSD PROJECT

- Manages financial documents and budgeting for Zūm's operations with PSD

RELEVANT EXPERIENCE

Chief Financial Officer 2022 - Present
Zūm
- Responsible for the overall financial management of Zūm, including financial planning and analysis, accounting, treasury, corporate development and capital formation

Chief Financial Officer 2019 - 2022
Carbon Health
- Scaled revenue from $7MM in 2019 to $225MM in 2021, from six Bay Area clinics to 125 clinics in 15 states, and from ~100 employees to ~2,800 employees during tenure

- Nearly half of the growth in clinics during tenure resultant from 22 acquisitions, directly managed and executed by the CFO

- Raised ~$800 million in total capital over three equity rounds (at successively higher valuations) and multiple debt facilities

- Built finance and corporate development teams from scratch – from zero to 40 team members during tenure

- Managed first-time financial audit and other public company readiness activities

- Along with CEO, served as primary point of contact with the company's investors, board of directors, the venture capital community and other financing providers

Jay Kim

Chief Financial Officer 2014 – 2019
EVA Automation, Inc. / Bowers & Wilkins

- Early employee of startup company (EVA Automation) focused on developing a next-generation smart home control device

- Raised almost $350 million in capital to finance the company's business plan and the acquisition of Bowers & Wilkins

- Negotiated and executed the acquisition of Bowers & Wilkins, and led the post-merger integration of Bowers & Wilkins's global operations and ~900 employees with EVA Automation's Silicon Valley-based corporate administration and R&D center

- Built corporate finance team – accounting, FP&A, treasury – and consolidated and rationalized global finance operations team

- Managed corporate development, human resources, business systems and information technology in addition to finance, and also served as the company's de facto general counsel

- Primary point of contact with the company's investors, board of directors, and key external business partners

Chief Executive Officer 2013 – 2014
Harry Barker

- Managed an eco-friendly premium pet products and accessories company through a period of rapid growth

- Increased revenues by 60% year-over-year, while maintaining gross margins above 60%

- On-boarded significant new customers including Macy's, Nordstrom, Neiman Marcus, Crate & Barrel and Williams-Sonoma

- Hired 15 new employees, bringing total size of the company to 25 employees

Executive Director, Investment Banking 2009 – 2012
Deutsche Bank

- Managed the firm's investment banking activities in the household and personal care sector

- Executed a variety of transactions including mergers, acquisitions, divestitures, and equity and debt capital raises

- Negotiated merger agreements, credit agreements, indentures, and other transaction documents

Liz Sanchez

EXECUTIVE VICE PRESIDENT, STUDENT TRANSPORTATION
Guidance & Expertise for PSD

EDUCATION & CERTIFICATIONS

BS, BUSINESS MANAGEMENT
UNIVERSITY OF PHOENIX

EXPERTISE

Skills

Budgetary Management

Contract Negotiation

Customer Service

Driver Management
Executive Advisory

Fleet Planning & Operations

Labor Relations

Public Relations

Risk Mitigation

Site Procurement & Planning

Stakeholder Engagement

Workplace Safety

BIOGRAPHY

Liz is Zūm's Executive Vice President. She has over 30 years of experience in all aspects of multi-state management including operations, financial, business development, labor, fleet, new start- ups, change management, and facility management. Successful in leading large multi markets with full operational and P&L responsibility. Prior to Zūm, Liz was the COO of North American Student Transportation at National Express and Senior Vice President for the Southwest region at First Student.

GUIDANCE & EXPERTISE - PSD PROJECT

- Maintains executive-level oversight of our transportation and technology operations for PSD

- Remains close point of contact for district leaders throughout the duration of the contract

- Provides guidance and expertise based on years of operating successful transportation systems in large K-12 school districts

RELEVANT EXPERIENCE

Executive Vice President, Student Transportation 2021 - Present
Zūm
- Senior executive responsible for all strategic planning, operational management, and growth of Zūm's school bus operations

Chief Operating Officer 2018 - 2021
National Express, LLC
- Strategically led the entire team through a difficult COVID period and achieved over 65% customer payment during school closures

- Improved bottom line over 20% year over year despite operational challenges related to rising fuel costs, severe driver shortages, and COVID

- Aggressive growth plan achieved increased revenue of $240M

- Retained 95% of expiring contracts at higher-than-normal revenue increases, turning around under achieving contracts

- Executed new safety programs resulting in an overall safety improvement of 30% year-over-year and one of lowest accident rates in company history

Liz Sanchez

Vice President of Operations 2008 – 2018
First Student

- Strategically lead the entire team through a difficult merger and integration by constant communication, collaboration and effective change management

- Resolved driver shortages in 100% of locations while reducing employee turnover to an all time low, improved employee morale, and positioning the company as the employer of choice in student transportation

Southwest Regional Vice President 2004 – 2008
First Student

- Developed effective strategies to manage payroll, operating expenses, and excess fleet for an overall increased profitability of 48% over a two-year period

- Resolved driver shortages in 95% of locations while reducing employee turnover by 30% in an 18-month period by understanding and reacting to competitive and economic forces in the industry and customizing recruitment tools to attract competitor workforce

- Renewed 100% of expiring contracts with rate increases ranging from 4% to 25% by providing highest quality of service

- Developed aggressive growth plan with operational strategies to retain expiring contracts, targeting specific identified opportunities and increasing yearly revenues by 25%

- Championed the launch of reliability-based maintenance template to improve maintenance efficiencies and enhance CHP audit results

- Achieved 99% overall customer satisfaction with the safest, high quality, on time performance

General Manager, Los Angeles 2000 – 2004
First Student

- Designed and implemented quarterly reporting tools to concisely track and highlight key performance indicators leading to reduction in excess fleet inventory and accompanying expenses

- Designed and established a training center to support branch operations and allow locations to concentrate on what is important; people and customers

- Spearheaded restructuring of management team models to allow for better customer attention

- Reduced staffing needs 35% while delivering identical service levels by combining responsibilities and resource sharing

- Established critical relationships with PSD personnel to successfully weather four-week labor dispute assisting in orchestrating a return to the bargaining table by members of the labor negotiating team

Shiva Nagabushanaswamy

VICE PRESIDENT, ENGINEERING & DATA SCIENCE
Engineering for PSD

EDUCATION & CERTIFICATIONS

MS, SOFTWARE SYSTEMS
BIRLA INSTITUTE, PILANI

BE, COMPUTER SCIENCE
P.E.S. COLLEGE OF
ENGINEERING

BIOGRAPHY

Shiva is responsible for building and scaling the engineering organization at Zūm, bringing his years of technical expertise, best engineering practices, and experience in building and leading teams to deliver mission-critical large scale complex technology platforms. He has more than two decades of engineering experience, most recently serving as Head of Engineering - Ads at Uber and Director of Engineering - Personalization at Netflix.

ENGINEERING - PSD PROJECT

- Works closely with the district team and transportation service providers to provide direct support during implementation and setup to ensure a smooth transition
- Oversees the design and delivery of training for school leads, parents, and drivers and/or contractors. Upon award of contract,
- Onboard PSD for technology installation
- Completes training and executes implementation plan for program management
- Works closely with Zūm's data science team and PSD to analyze performance metrics and adoption data, identify any issues for escalation, and make proactive recommendations to platform adoption and data usage to maximize operational efficiency

RELEVANT EXPERIENCE

Vice President, Engineering & Data Science 2022 – Present
Zūm

- Lead all of Zūm Engineering, Data Science TPM and DevOps Organization. Responsible for driving technical strategy, delivery & execution, hiring and building a world class organization with great culture.
- Lead various security and compliances initiatives across the organization
- Create and refine structure for efficient planning, execution and innovation
- Lead onboarding for new school districts including PSD, Seattle Public School, Spokane and Howard County
- Create technical strategy for Zūm SaaS solution
- Ensure customer obsession, operations excellence and metric driven decision making within the organization

Shiva Nagabushanaswamy

Head of Engineering, Ads 2021 – 2022
Uber

- Led a globally spread team of 100+ engineers, 6 Engineering Managers, 4 TPMs, and 2 Staff Engineers where we built technology platforms for Uber Eats, Grocery and Ads businesses including the UberEats app

- Led the definition, growth, and technology strategies for Ads Engineering & Product organization

- Partnered closely with CEO, CTO and CPO of Uber to bring the company's global Ads business vision into technical solutions

- Built an end-to-end Ads Platform across Formats/Experiences, Delivery, Marketplace Optimization, Advertiser Experience and Growth in 10 months, compared to historical observation of 2-3 years at other companies

- Scaled the Ads business from $0 to $500M in 13 months

Director of Engineering, Personalization 2018 – 2021
Netflix

- Led the multi-disciplinary teams of Engineering, PM and Data Science, a team of 25 individuals. Our team was the horizontal layer providing Search, Discovery, Personalization platform and infrastructure across Netflix Engineering and Data Science

- Designed and implemented key initiatives across rankers, user session scores, and application core

Principal Software Engineering Manager 2014 – 2018
Microsoft

- Led Microsoft Azure Capacity engineering team, responsible for providing infinite cloud capacity across the globe to all of our customers in a cost effective way

- Led "Azure Reserved VM Instances", which provide huge discounting and high capacity assurance to our customers

- Built a strong engineering organization from ground up, which has built multiple, organic initiatives to achieve optimal allocation of cloud capacity

Senior Software Engineer 2004 – 2006
Wipro Technologies

- Served as Motorola OSS Six Sigma Compliance committee member

- Led stakeholder management with SMEs to understand the actual customer requirements and convert them into the system specific features

- Analyzed the requirements and came up with the use cases and storyboard for each of the customer requirements

- Led development of the OSS Manager and Alert system

Sarah Skinner

VICE PRESIDENT, STRATEGIC PARTNERSHIPS
Relationship Lead for PSD

EDUCATION & CERTIFICATIONS

BA, HISTORY
PRINCETON UNIVERSITY

EXPERTISE

Skills

Contract Management

Design Thinking

High-Performance Teambuilding

Leadership Coaching

Partnership Development

Stakeholder Engagement

BIOGRAPHY

Sarah focuses on growth and impact at Zūm. Sarah has dedicated her career to improving educational equity leveraging transformative technologies and innovative approaches to learning to ensure that all students graduate ready to thrive in college, career, and life. Sarah is an educator with over 15 years of experience in schools. Sarah has designed and led systems for professional learning and change management with data-driven decision making to improve student outcomes, equity, and organizational performance.

PARTNER RELATIONSHIP - PSD PROJECT

- Acts as liaison between PSD and Zūm, meeting with PSD on an a greed upon cadence and ensuring Zūm provides exceptional customer s ervice to all stakeholders and all levels of the project

RELEVANT EXPERIENCE

Vice President, Strategic Partnerships 2019 – Present
Zūm
- Leads sales, partnerships, customer success, and proposal management teams at Zūm
- Responsible for Zūm's growth and custom success in school districts across the U.S., monitoring performance data, customer satisfaction, and delivery of all contract requirements
- Oversees Zūm's largest district partnerships to ensure exceptional service, including Los Angeles Unified, San Francisco Unified, Seattle Public Schools, Spokane Public Schools, Howard County Public Schools, Chicago Public School, and Metropolitan Nashville

Vice President of Partnerships & Corporate Strategy 2013 – 2019
BrightBytes
- Led Partnerships & Corporate Strategy at BrightBytes, the leading edtech, data analytics and integration platform for schools
- Expanded BrightBytes platform solution to impact 1 in 5 schools across the U.S, and oversaw partnerships with school districts, counties, and states across the U.S, as well as all vendor partnerships
- Directly launched and managed contracts with 250+ school districts and 6 statewide contracts

Sarah Skinner

Director of Professional Development 2012 – 2013
Education Elements
- Led a cross-functional team of 20+ change management specialists, designing and implementing blended learning programs in schools and districts across the U.S.

- Developed an implementation playbook and module based training for schools to effectively utilize technology to differentiate instruction and accelerate student learning

Innovation Partner 2008 – 2012
Partners in School Innovation
- Designed and led learning networks, one-to-one and team coaching - guiding educators to strengthen their technical and relational skills, establish clear and equitable goals, and build robust, sustainable systems for professional learning

Teacher, Administrator & Instructional Coach 2005 – 2008
Alum Rock School District
- As a teacher, administrator and coach, advised on instructional design focusing on differentiated instruction, culturally responsive teaching, assessment and performance monitoring to increase teacher effectiveness and accelerate student learning.

- Awarded the Scott McLeod award for thought leadership, innovation, and creativity in the field of education

Jenny Mayfield

VICE PRESIDENT, COMMUNICATIONS
Guidance & Expertise for PSD

EDUCATION & CERTIFICATIONS

BA, BIOLOGY
NORTH CAROLINA STATE
UNIVERSITY

BIOGRAPHY

Jenny Mayfield, VP of Communications, brings more than 20 years of experience positioning brands and executives, developing teams, and storytelling. Her experience covers messaging and positioning, corporate and product PR, media relations, crisis communications, internal communications, social media, strategic partner development and management, and policy communications. Prior to joining Zūm, Jenny was the Head of Communications at Nextdoor, where she skillfully and successfully elevated and positioned the company pre-public listing.

GUIDANCE & EXPERTISE - PSD PROJECT

- Messages and positions product
- Communicates externally and internally
- Develops strategic partnerships

RELEVANT EXPERIENCE

Vice President, Communications 2022 - Present
Zūm
- Grow the communications arm to build on continued momentum and elevate the brand
- Oversee the public affairs function to build relationships at the hyper-local level and play an impactful role in the communities that Zūm serves

Head of Communications 2019 - 2022
Nextdoor
- Led strategic communications around Nextdoor's SPAC announcement and public listing (NYSE: KIND) ultimately resulting in being the most successful SPAC announcement out of most recent 50, at time of listing
- Created comprehensive communications plan to include core messaging, FAQs, reactive communications to underscore momentum and growth
- Elevated Nextdoor's brand profile as leading platform for connecting neighbors, through strategic media relations, generating over 80 billion of targeted media impressions annually
- Demonstrated excellent crisis communications skills by shifting external narrative to show that Nextdoor is a welcoming platform for all neighbors

Z\u016bm

Jenny Mayfield

RELEVANT EXPERIENCE (CONTINUED)

Head of Communications 2019 – 2022
Nextdoor

- Positioned Nextdoor as a global thought leader in combating loneliness through academic partnership with leading academics

- Developed and executed formidable media relations strategy to introduce Nextdoor into the marketplace, with regular segments in targeted outlets, like GMA, Today Show, Real Simple, The NY Times and Wall Street Journal

- Established and hosted multiple thought leadership events to elevate co-founder and ensure Nextdoor as stand-out brand among consumer media

- Identified and created pressing federal (FEMA, NOAA, AARP) and state (governors association) partnerships to drive impact and growth for Nextdoor

Director of Media Relations 2013 – 2016
Stanford University

- Established quarterly media roundtables to position academics in front of top-tier, industry-relevant media

- Created a media program, hosting media members for week-long junkets

- Wrote press releases, white papers, and op-eds to establish academics and research as leading industry expert

Founder & President 2006 – 2013
The Oxbow Group

- Founded and grew a national boutique public relations agency in Jackson Hole

- Conducted successful public relations campaigns and coalition building activities for leading companies and organizations

Deputy Press Secretary, Office of the Vice President 2004 – 2008
The White House

- Briefed the Vice President in preparation for all press interviews and communication meetings

- Communicated key policies to press on behalf of the Vice President and the White House

- Crafted talking points and messaging for the Vice President and senior White House spokespeople

- Drafted speeches, correspondence and briefing papers for the Chief of Staff and National Security Advisor to the Vice President

- Managed information to ensure that all relevant parties were well-versed on relevant issues, particularly issues of foreign policy that included top secret clearance

- Attended meetings with White House officials on behalf of the Chief of Staff and National Security Advisor to the Vice President

Ivan Vasilko

TECHNICAL PROGRAM MANAGER
Project Manager for PSD

EDUCATION & CERTIFICATIONS

MASTERS, BUSINESS LAW
BELARUSIAN INSTITUTE OF LAW

EXPERTISE

Technical Capabilities

AWS

Docker

Github

Java

JavaScript

Jenkins

Jir

Mocha

Postman

Sauce Labs

Shell

SQL

TypeScript

WebDriver

BIOGRAPHY

Ivan has over ten years of successful experience as a software engineer. As a Technical Program Manager for Zūm, Ivan oversees the delivery of complex software projects. He ensures the successful delivery of mission-critical technology platforms by collaborating closely with engineering, product, and business stakeholders to define project goals, scope, and timelines, as well as to identify and mitigate risks. He has experience with Quality Assurance process creating efficiency and decreasing testing costs and leading development, establishment, and enforcement of quality assurance measures and best practices.

PROJECT MANAGER - PSD PROJECT

- Supports project from initiation to completion
- Scales processes for successful project
- Works to meet project budget
- Communicates with stakeholders, including IT managers, vendors, and executive leaders
- Facilitates risk management and mitigation efforts
- Gathers, analyzes, and reports IT metrics

RELEVANT EXPERIENCE

Technical Program Manager 2019 - Present
Zūm
- Coordinate the successful delivery of mission-critical technology platforms by collaborating closely with engineering, product, and business stakeholders to define project goals, scope, and timelines, as well as to identify and mitigate risks

Ivan Vasilko

SQA Engineering Manager 2017 – 2019
Simplr

- Drove the team's automation and performance testing efforts and strategies.

- Developed Web, REST API, and load test automation frameworks, increasing QA team efficiency and decreasing testing costs

- Led development, establishment, and enforcement of quality assurance measures and best practices

- Ensured the quality of over 70 software releases

Senior Test Automation Engineer 2015 – 2017
iCharts

- Set up a framework to execute cross-browser tests in parallel using Selenium Grid and Docker, taking QA team performance to the next level

- Automated sanity, smoke, regression, cross-browser and e2e tests, resulting in more than 2000 discovered regression issues

Andrew Mormysh

SENIOR ENGINEERING DIRECTOR
Engineering for PSD

EDUCATION & CERTIFICATIONS

MS, COMPUTER SCIENCE
BELARUSIAN STATE UNIVERSITY

EXPERTISE

Technical Capabilities

Java

Maven

Object Oriented Programming

BIOGRAPHY

Andrew helps lead our engineering function at Zūm, offering decades of technical expertise and entrepreneurial experience in building industry-leading applications and pushing teams to solve large-scale technology platforms that positively impact everyday consumers. Before Zūm, Andrew founded and led three software companies and previously spent time as a Senior Software Engineer at Google.

ENGINEERING - PSD PROJECT

- Implements and deploys all technology and provides continued support

RELEVANT EXPERIENCE

Senior Engineering Director 2018 - Present
Zūm

- Provide technical guidance and expertise to engineering teams.
- Set strategic direction for the engineering department
- Allocate resources for timely and budget-friendly project completion
- Lead, mentor, and ensure the success of engineering teams
- Collaborate with other departments to align initiatives with company goals
- Continuously improve engineering processes, methodologies, and tools
- Recruit, onboard, and retain engineering talent
- Identify and mitigate risks associated with engineering projects
- Foster a culture of innovation within engineering teams

Co-Founder 2016 - 2018
Bellgram

- Led backend, web and mobile teams to ship innovative SaaS product
- Early adopter of React-Native - created our core mobile app
- Built an "AppConnect" module featuring custom Salesforce package with live 2-way sync of contacts and user activity (calls, messages, etc.), supporting large datasets for enterprise clients
- Got the project approved for enterprise customers by going through a security review process, OWASP

Andrew Mormysh

Co-Founder 2015 – 2016
Convoc

- Integrated VoIP and cellular to allow also non-WebRTC presenters in a webinar

- Built a high performance multithreaded service for processing PDF/PowerPoint and synchronous (with video/audio) distribution of separate slides for live presenting to a large audience

- Designed a custom screen-sharing protocol (high-res, low traffic) to increase compatibility compared to WebRTC-only

Co-Founder 2014 – 2015
LiveTalk.TV

- Designed a service which accepts a few (up to 4) WebRTC streams, merges them and outputs a single video RTP stream for easy broadcasting to large number of viewers

- Designed a deployment process for AWS instances which can scale for immediate on-demand live-streaming

- Added a multi-user chat with a presence service

Senior Software Engineer 2011 – 2014
Google

- Android Team: Designed and implemented a service to detect differences of popular content for Movies/Music in Google Play Store vs Apple Store. The tool was making sure Google won't miss any popular content in the Play Store which is available on Apple Store.

- Corp Eng Team: Designed and implemented a metadata discovery service for internal Google's BigTable-based DB

Senior Software Engineer 2010 – 2011
Exigen Services

- Design and implementation of proof-of-concept products for prospective clients for Home and Car insurance software solutions

Software Engineer 2008 – 2010
Kyriba

- Development of customizable dashboards of payments, liquidity and other financial data

Rashmi Choudhary

SENIOR DATA SCIENTIST
Data Science for PSD

EDUCATION & CERTIFICATIONS

MS, BUSINESS ANALYTICS
UNIVERSITY OF ILLINOIS, CHICAGO

BE, COMPUTER TECHNOLOGY
NAGPUR UNIVERSITY

EXPERTISE

Technical Capabilities

Hadoop

Python

Qlik

R

SAS

SQL

Tableau

Skills

Advanced Predictive Analytics

Big Data Analytics

Data Mining

Deep Learning

Pricing / Revenue Optimization

Statistical Modeling

Social Network Analysis

BIOGRAPHY

Rashmi is a skilled technology professional with an extensive foundation in descriptive, predictive and prescriptive analytics. Armed with data modeling expertise, and analytical results, she communicates insights and recommendations that drive maximum business impact.

DATA SCIENCE - PSD PROJECT

- Builds insights and analytics required to understand the day-to-day performance of PSD's transportation

RELEVANT EXPERIENCE

Senior Data Scientist 2022 - Present
Zūm

- Generate ideas for exploratory analysis to shape product and algorithm development
- Leverage data to perform intense analysis across all areas of our product to drive product development and business strategy
- Instrument events and develop metrics and dashboards to monitor our ride, rider, and driver performance
- Streamline data processing and analysis pipeline to generate automated reports
- Work closely with engineering team to build route-optimizing products

Lead Analyst 2017 - 2019
Remedy Analytics

- Formulated research reports on claims data that can effectively explain market and competitor analysis
- Designed SQL queries to extract Business Information and architect reporting solution using Tableau to provide insights across business
- Collaborated with stakeholders and conducted Pricing Analysis to support market check and RFP for clients, leading to estimated average savings of 11 %
- Prioritized development by understanding the scope and utility of products and scheduling working sessions with stakeholders

Rashmi Choudhary

Tableau Consultant 2015 – 2016
SquareOne Technology
- Created a tableau dashboard to analyze marketing channel effectiveness using heat map and drill down capabilities

- Maintained effective business relationships with clients and developed the new product in Qlik

Senior Associate Consultant 2012 – 2015
ZS Associates
- Developed spend optimization for customer consultation program. Model helped clients whether PBM's are adhering to their contract and managed their payments effectively Implemented sales KPI in Oracle to track the performance of different specialty pharmacy

- Coordinated with clients and helped them track customer journey and adherence to a product

Senior Associate Consultant 2009 – 2012
Tata Consultancy Services
- Developed dashboards using Qlikview and Oracle for TCS clients

- Increased client's customer retention rate by analyzing data in Oracle

Zūm

Melissa Shiu

DIRECTOR OF DESIGN
Design for PSD

EDUCATION & CERTIFICATIONS

BFA, GRAPHIC DESIGN
ACADEMY OF ART UNIVERSITY

BACHELOR OF COMMERCE,
INFORMATION SYSTEMS
UNIVERSITY OF NEW SOUTH
WALES

EXPERTISE

Technical Capabilities

Adobe Creative Suite

Figma

InVision

Sketch

Skills

Brand Development

Design Leadership

Executive Advisory

Mobile Development

Project Management

Web Design

UI/UX

BIOGRAPHY

Melissa brings senior design experience in business-to-consumer and business-to-business spaces across multiple industries. At Zūm, she blends user experience, visual design, product, and branding expertise to build and evolve our industry-leading products and experiences through conceptual thinking and hands-on design. She is adept at creating solutions and experiences through inspired design, systems thinking, storytelling and collaboration.

DESIGN - PSD PROJECT

- Delivers exceptional product and user experience
- Oversees design team
- Ensures that all efforts lead to creative outcomes that are high-quality and appropriate for PSD
- Guides team through an array of complicated design problems

RELEVANT EXPERIENCE

Director of Design / Lead Designer 2019 – Present
Zūm
- Lead product design and user research efforts across Zūm's mobile and web product portfolio by optimizing the user experience for end-to-end capabilities such as route planning and optimization, ride delivery and tracking, trust and safety measures, dispatching, master data management, and charter trip management
- Champion Zūm's brand by crafting and executing compelling visual design solutions that effectively communicate Zūm's story and mission through digital and analog channels

Visual UI/UX Designer 2018 – 2019
ADT
- Led visual UI/UX design in the consumer and small- and medium-sized business verticals for eCommerce initiatives and various adt.com web properties
- Supported redesign of flagship consumer in-home security panel

Lipi Sanghi

LEAD PRODUCT MANAGER
Product Management Lead, Logistics, for PSD

EDUCATION & CERTIFICATIONS

MS, COMPUTER SCIENCE
CORNELL UNIVERSITY

EXPERTISE

Skills

Credit Card Fraud Prevention

Fraud Prevention

Machine Learning

Product Management

Product Strategy

Trust and Safety

BIOGRAPHY

Lipi brings 16+ years of experience in technology development and deployment, across a variety of roles in product management and software engineering at companies such as Meta, Walmart, and Amazon. Prior to joining Zūm, Lipi spent the last 4+ years in product management at Meta building Facebook Groups. Before, she spent more than six years at Walmart where she leveraged machine learning to build products related to Payments and Returns fraud mitigation and more.

PRODUCT MANAGEMENT, LOGISTICS - PSD PROJECT

- Conceptualizes, designs, develops, tests, and launches platform for PSD
- Uses technical expertise and comprehensive product knowledge to meet PSD's needs

RELEVANT EXPERIENCE

Lead Product Manager 2023 - Present
Zūm
- Building an automated invoicing and financial reconciliation platform to streamline and declutter invoicing and payment processes
- Developing Zūm's proprietary routing platform

Product Manager 2018 - 2023
Meta (Facebook)
- Oversaw the building of Facebook Groups (aka communities)
- Led trust and safety efforts for Facebook Marketplace, drastically reducing incidences of bad actors and spam content

Director, Product Management, Risk 2018 - 2023
Walmart Labs
- Led product for mitigating payments fraud and returns fraud for Walmart Inc.

Niket Sanghvi

LEAD PRODUCT MANAGER
Product Management for PSD

EDUCATION & CERTIFICATIONS

BS, COMPUTER ENGINEERING
UNIVERSITY OF ILLINOIS,
URBANA

BIOGRAPHY

Niket is a proven product leader with a history of growing industry-leading technologies from conception to delivery. He joined Zūm with 12+ years of extensive product management experience from leading technology companies and startups, such as Microsoft and DoorDash. He is a customer-obsessed and data-driven strategist who offers impressive experience across consumer mobile, marketplace, and business-to-business and business-to-consumer applications..

PRODUCT MANAGEMENT - PSD PROJECT

- Evaluates end-user needs and product requirements
- Aligns updates to software development life cycle
- Implements product roadmap

RELEVANT EXPERIENCE

Lead Product Manager 2023 - Present
Zūm
- Builds products from the ground up by working backwards from customer needs, introducing product vision, roadmap, team OKRs and integrating usability testing & data analytics into the product process
- Owns the quality of the product with a "roll-up-your-sleeves" mentality to deliver best-in-class solutions

Group Product Manager 2020 - 2022
Updated
- Increased the output of the Product, Design and Engineering teams 4x by establishing necessary processes and clarifying roles and responsibilities
- Established a data-driven strategy with exec buy-in resulting in a mobile-first product experience & data-driven decisions
- Built an MVP product connecting Customers and Partners, increasing Customer Acquisition rate by 10% and retaining partnerships
- Built Updater's first native iOS app and laid the foundation for an Android app

Niket Sanghvi

Senior Product Manager 2017 – 2020
DoorDash

- Brought rigor of data metrics & A/B testing to Communications, Sign Up, and Payments teams; used data to drive roadmap

- Added 700+ merchant stores to the platform by creating the industry's first Point of Sale integration product

- Built 5 merchant integrations, driving 7% of revenue and 10% of order volume while improving delivery quality

- Built Merchant team roadmap for open API integrations, now accounting for 30% of revenue and 40% of volume

Senior Product Manager 2008 – 2016
Microsoft

- Owned 10+ features spanning developer APIs, web services, UX design, and device servicing

- Led cross-functional teams of developers, QA, compliance, and UX designers, through 8 product releases

- Gathered data and feedback, defined MVPs, prioritized features and requirements, set KPIs, and developed and communicated product roadmaps with over 10 hardware and device manufacturers

- Owned architectural design and product roadmap for the Windows device update system, delivered with Windows 10

- Drove adoption through direct customer engagement and across teams

- Owned engagement with device manufacturers, communication with senior leadership, and execution across 3 product teams

- Evolved the OS device update model for Microsoft Surface products, resulting in the adoption for all third-party products

- Invented consistent user experiences and user/device privacy models, supported by 4 patents

Christine Hayes

SENIOR DIRECTOR OF CLIENT SUCCESS
Guidance & Expertise for PSD

EDUCATION & CERTIFICATIONS

EXECUTIVE LEADERSHIP
& PERFORMANCE
LEADERSHIP CERTIFICATE
CORNELL UNIVERSITY

MS, ART EDUCATION
SOUTHERN CONNECTICUT
STATE UNIVERSITY

BA, ENGLISH
PROVIDENCE COLLEGE

BIOGRAPHY

Christine brings her expertise in developing solid, positive client relationships to Zūm. She is accomplished in cultivating and managing partner relationships, guiding and mentoring staff, and moving strategy into action to attain program goals. Clients enjoy working with Christine due to her approachability, responsiveness, engaging manner, and consistent success in building strong, sustainable, and productive partnerships.

GUIDANCE & EXPERTISE - PSD PROJECT

- Assists with ensuring PSD's voice is heard within Zūm
- Supports PSD stakeholders engagement and training to meet objectives

RELEVANT EXPERIENCE

Senior Director, Client Success 2023 - Present
Zūm

- Supports clients onboarding to Zūm
- Maintains positive partnerships with school districts
- Communicates school district's needs internally within Zūm
- Ensures client satisfaction with program

Head of Customer Care 2021 - 2023
Prenda

- Devised and implemented a Customer Care Strategic Plan that established clearly defined success metrics, measurable timelines, and accountabilities for the school year, and outlined back-to-school planning and nurturing strategies to facilitate access to learning opportunities, strengthen educational programming, and support microschool retention goals
- Redesigned Prenda's Customer Care team of 25 and reallocated leadership talent by creating three distinct pillar groups, Support, Success, and Quality, each led by its own Director to effectively support and sustain a streamlined, holistic, and meaningful customer experience
- Developed a Customer Success Specialist role to provide valuable onboarding and continued support to new Guides throughout the school year to optimize engagement, quality, and retention

Christine Hayes

Vice President of School Academic Services 2018 – 2021
Pearson Online & Blended Learning

- Oversaw customer-facing support teams tasked to deliver services to 43 state-wide online schools with aggregate enrollment of 100,000+ students throughout the U.S.

- Services to partner schools included Special Education, Counseling, Training and Professional Development, Instructional Leadership Consulting, and Leadership Development with an acute focus on quality, service delivery, client satisfaction, and efficacy

- Facilitated a culture of high achievement, growth, and collaboration, leading seven Directors on a team of 53 dedicated to continuous improvement and consistent elevation of meaningful service delivery through a consultative model that allowed for both scale and customization

Executive Director of Academic Program Management, Training & Support 2012 – 2018
Connections Education

- Directly contributed to migration of 65+ clients to new platform launched at start of 2017–2018 school year, demonstrating expertise in program facilitation, internal team training, troubleshooting, performance measurement, and client advocacy and support

- Established an implementation specialist role to assist clients during all phases of program transition and execution, and initiated production of a streamlined school year cycle support manual to ensure that new platform processes were standardized, documented, and accessible for client reference

- Instrumental in attaining a 93% customer retention rate

Director of Territory Operations, Northeast 2008 – 2012
Catapult Learning

- Teamed with Territory Vice President to skillfully manage entire Northeast region, comprised of 125 districts and valued at $45 million in annual revenue, requiring expertise in operations administration, fiscal management, program quality, compliance, and CRM best practices

Thomas Osmun

DIRECTOR OF PARTNERSHIPS
Sales Representative for PSD

EDUCATION & CERTIFICATIONS

MASTER OF EDUCATION
LEADERSHIP
SAINT LEO UNIVERSITY

BACHELOR OF SCIENCE
FLORIDA STATE UNIVERSITY

BIOGRAPHY

Thomas "Tom" Osmun, Director of Partnerships, works with our partnerships and customer success teams to ensure a seamless onboarding and service experience for our new partners. A former teacher and school administrator, Tom brings more than 20 years of experience working at the intersection of public schools, technology, and change management. Serving as an individual contributor and in leadership roles, he is extensively experienced and singularly focused on supporting the transformation needs of schools and school districts.

PARTNER RELATIONSHIP - PSD PROJECT

- Serves as Zūm's Dedicated Sales Representative for PSD, ensuring superioir responsiveness and the provision of exceptional customer service to all stakeholders and all levels of the project

RELEVANT EXPERIENCE

Director of Partnerships 2023 – Present
Zūm

- Cultivate, support, and enhance Zūm's relationships with school and district partners

- Act as an advocate for our partners to continually refine and advance service offerings and standards

Strategic Account Manager 2021
PowerSchool

- Collaborated with product development teams to tailor SaaS solutions to meet specific needs of K-12 institutions, enhancing product relevance and user satisfaction

- Led successful implementation of SaaS solutions in various K-12 districts, including staff training and ongoing support, resulting in improved systems of efficiency for operations and management staff

Senior Litigation Manager, Regulatory & Privacy 2017-2021
Dell Technologies

- Led national outreach and partnerships for Dell's digital transformation and skill building efforts in support of K-12 organizations

- Supported change management for innovative learning environments

Serena Wang

SENIOR DIRECTOR OF OPERATIONS
Training Lead for PSD

EDUCATION & CERTIFICATIONS

MBA
UNIVERSITY OF MICHIGAN

BIOGRAPHY

Serena is Zūm's longest-tenured, non-founding employee and a meticulous operator who has deftly overseen the exponential growth of our school operations and customer service functions as we've partnered with new districts. She brings nearly two decades of project and relationship management experience, brought from her time at leading technology companies, including Amazon. Serena holds an MBA from the Ross School of Business at the University of Michigan.

TRANSPORTATION OPERATIONS GUIDANCE & EXPERTISE - PSD PROJECT

- Oversees training activities
- Reports to PSD on training activities
- Identifies areas that need training
- Maintains training information and updates training materials
- Ensures training events are successful and effective

RELEVANT EXPERIENCE

Senior Director, Operations 2016 – Present
Zūm

- Responsible for overseeing the company's school operations and customer support teams
- Establishes and regularly reviews KPIs and other performance data with key accounts to ensure excellent performance and customer service

Pathways Operations Manager, Inventory Control & QA 2014 – 2016
Amazon

- Modeled peak season labor plan for 500 operators and cross-department labor-share execution by forecasting volume and inventory level; site achieved defect rate 56% below national average and was selected as quality benchmark in the west region
- Automated staffing tool for inventory audit process to shorten time of task and optimize audit rate, increased rate by 15% while reducing annual cost by 4%
- Managed 250 direct reports; achieved top 5% satisfactory rating among 60 managers

Shilpan Patel

SCHOOL OPERATIONS MANAGER
Operations, Routing & Training for PSD

EDUCATION & CERTIFICATIONS

BA, PSYCHOLOGY
SAN JOSE STATE UNIVERSITY

BIOGRAPHY

Shilpan assisted with the successful launch of our technology platform and services in San Francisco Unified School District, Seattle Public Schools, and Spokane Public Schools. He has been serving some of Zūm's largest district partners for more than three years, his oversight allowing us to achieve 98% on-time performance with an overall parent rating of 4.9 stars (out of 5 stars). Shilpan and our operations team, will ensure PSD is onboarded successfully, including training.

OPERATIONS, ROUTING & TRAINING - PSD PROJECT

- Implements training activities
- Conducts training sessions
- Meets with BPSDOT stakeholders regularly to communicate progress of training
- Designs training programs

RELEVANT EXPERIENCE

School Operations Manager 2019 - Present
Zūm
- Manages district accounts through communication with internal teams, district, and parents
- Ensures ride fulfillment meet high standards in accuracy, timeliness, and consistency
- Leads route-creation, parent on-boarding, driver consistency, and process creation

Head Basketball Coach 2018 - Present
NorCal Express
- Implements team-building exercises, with a basketball twist, to create synergy
- Plans practices, game-day logistics, and monitoring weekly skills progression
- Promotes teamwork, resolving conflicts, setting goals, and evaluating performances

Shilpan Patel

Account Executive 2018 - 2019
ProExhibits

- Brought in new clients and revenue, managing pipelines through SalesForce and Excel

- Managed project life-cycles by collaborating with AMs, PMs, Designers, and Estimators

- Closed 236% of goal in first month, working with clients across various industries

Chief Sales Officer 2018
DynasTEA

- Pitched and procured 18 boba tea shops for flagship event: Boba Festival 2018

- Negotiated terms with vendors to assure needs were met and questions were answered

- Led day-of operations for check-in, ticketing, and volunteer registration booths

B. Appendix B: Additional Documents

→ **Colorado Business Registration**

→ **Voluntary Product Accessibility Template (VPAT)**

→ **W9**

→ **Certificate of Insurance (COI)**

- We provide a COI indicating our current coverage and will, upon award of contract, procure and provide evidence of all coverage limits required by PSD.

Appendix B – Additional Documents

- Colorado Business Registration
- VPAT Template
- W-9
- Certificate of Insurance

OFFICE OF THE SECRETARY OF STATE
OF THE STATE OF COLORADO

CERTIFICATE OF FACT OF GOOD STANDING

I, Jena Griswold, as the Secretary of State of the State of Colorado, hereby certify that, according to the records of this office,

Zum Services, Inc.

is an entity formed or registered under the law of   Delaware   , has complied with all applicable requirements of this office, and is in good standing with this office. This entity has been assigned entity identification number 20238123653 .

This certificate reflects facts established or disclosed by documents delivered to this office on paper through 10/31/2023 that have been posted, and by documents delivered to this office electronically through 11/01/2023 @ 13:33:01 .

I have affixed hereto the Great Seal of the State of Colorado and duly generated, executed, and issued this official certificate at Denver, Colorado on 11/01/2023 @ 13:33:01 in accordance with applicable law. This certificate is assigned Confirmation Number 15453174   .

_____
Secretary of State of the State of Colorado

Colorado Secretary of State
Date and Time: 10/24/2023 10:14 AM
ID Number: 20238123653

Document number: 20238123653
Amount Paid: $100.00

ABOVE SPACE FOR OFFICE USE ONLY

Statement of Foreign Entity Authority
filed pursuant to § 7-90-803 of the Colorado Revised Statutes (C.R.S.)

1. The entity ID number, the entity name, and the true name, if different, are

Entity ID number   20238123653
      (Colorado Secretary of State ID number)

Entity name   Zum Services, Inc.

True name   .
(if different from the entity name)

2. The form of entity and the jurisdiction under the law of which the entity is formed are

Form of entity   Foreign Corporation

Jurisdiction   Delaware   .

3. The principal office address of the entity's principal office is

Street address   275 Shoreline DR., STE 200
      (Street number and name)

Redwood City   CA   94065
(City)   *(State)*   *(ZIP/Postal Code)*

United States
(Province – if applicable)   *(Country)*

Mailing address
(**leave blank** if same as street address)   *(Street number and name or Post Office Box information)*

(City)   *(State)*   *(ZIP/Postal Code)*

(Province – if applicable)   *(Country)*   .

4. The registered agent name and registered agent address of the entity's registered agent are

Name
(if an individual)
      (Last)   *(First)*   *(Middle)*   *(Suffix)*

or

(if an entity)   C T Corporation System

(**Caution:** *Do not provide both an individual and an entity name.*)

Street address   __7700 E ARAPAHOE RD STE 220__
(Street number and name)

__CENTENNIAL__   __CO__   __80112-1268__
(City)   *(State)*   *(ZIP Code)*

Mailing address
(**leave blank** if same as street address)   *(Street number and name or Post Office Box information)*

             __CO__
(City)   *(State)*   *(ZIP Code)*

(The following statement is adopted by marking the box.)

[X] The person appointed as registered agent above has consented to being so appointed.

5. The date the entity commenced or expects to commence transacting business or conducting activities in Colorado is __10/10/2023__ .
           (mm/dd/yyyy)

6. *(If applicable, adopt the following statement by marking the box and include an attachment.)*

    [ ] This document contains additional information as provided by law.

7. (**Caution:** <u>Leave blank</u> if the document does not have a delayed effective date. Stating a delayed effective date has significant legal consequences. Read instructions before entering a date.)

(If the following statement applies, adopt the statement by entering a date and, if applicable, time using the required format.)

The delayed effective date and, if applicable, time of this document is/are _____ .
                (mm/dd/yyyy hour:minute am/pm)

Notice:

Causing this document to be delivered to the Secretary of State for filing shall constitute the affirmation or acknowledgment of each individual causing such delivery, under penalties of perjury, that the document is the individual's act and deed, or that the individual in good faith believes the document is the act and deed of the person on whose behalf the individual is causing the document to be delivered for filing, taken in conformity with the requirements of part 3 of article 90 of title 7, C.R.S., the constituent documents, and the organic statutes, and that the individual in good faith believes the facts stated in the document are true and the document complies with the requirements of that Part, the constituent documents, and the organic statutes.

This perjury notice applies to each individual who causes this document to be delivered to the Secretary of State, whether or not such individual is named in the document as one who has caused it to be delivered.

8. The true name and mailing address of the individual causing the document to be delivered for filing are

__Garg__   __Vivek__
(Last)   *(First)*   *(Middle)*   *(Suffix)*
__275 Shoreline DR., STE 200__
(Street number and name or Post Office Box information)

__Redwood City__   __CA__   __94065__
(City)   *(State)*   *(ZIP/Postal Code)*
               __United States__ .
(Province – if applicable)   *(Country)*

(If the following statement applies, adopt the statement by marking the box and include an attachment.)

[ ] This document contains the true name and mailing address of one or more additional individuals causing the document to be delivered for filing.

Disclaimer:

This form/cover sheet, and any related instructions, are not intended to provide legal, business or tax advice, and are furnished without representation or warranty. While this form/cover sheet is believed to satisfy minimum legal requirements as of its revision date, compliance with applicable law, as the same may be amended from time to time, remains the responsibility of the user of this form/cover sheet. Questions should be addressed to the user's legal, business or tax advisor(s).

Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.4

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the International edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)

- [Web Content Accessibility Guidelines 2.1](#)

- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

- [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#), - V3.1.1 (2019-11)

If you do not need to report on all these standards/guidelines then use the appropriate standard-specific VPAT edition found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)

- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

2. Determine which accessibility standards/guidelines will be included in the product conformance report.

3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.

3. A report must contain a minimum of one applicable Standard/Guideline or may contain any combination of the Standards/Guidelines that are applicable to the product being reported.

4. A report must contain the following content at a minimum:

   - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"

   - **VPAT Heading Information** – Template version

   - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary

- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".

- **Product Description** – A brief description of the product

- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.

- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.

- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.

- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.

    - The list must include only the Standards/Guidelines used to evaluate the product.

    - A report must contain a minimum of one Standard/Guideline or any combination of the Standards.

    - The applicable Standards/Guidelines that may be included are:

        - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)

        - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1

        - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018

        - [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#), V3.1.1 (2019-11)

    - This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed "(yes / no)" for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.

    - If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.

- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

  - **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

  - **Partially Supports**: Some functionality of the product does not meet the criterion.

  - **Does Not Support**: The majority of product functionality does not meet the criterion.

  - **Not Applicable**: The criterion is not relevant to the product.

  Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance: This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

  - **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.

- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).

- These tables are used to answer:

  - Revised Section 508:

    - Chapter 5 Software
    - Chapter 6 Support Documentation

  - EN 301 549 Standard:

    - Chapter 9 Web
    - Chapter 10 Non-Web
    - Chapter 11 Software
    - Chapter 12 Documentation and Support Services

  - The selected levels of WCAG 2.x Guidelines.

- The WCAG conformance information can either be included in the provided WCAG section of the report which is cross-referenced from the EN 301 549 responses, or

the WCAG information can be incorporated within the EN 304 549 section of the report. The information does not need to be duplicated.

- If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508 or EN 301 549, the answers need to be clear about which individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.

- If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.

- When reporting on WCAG 2.0 only criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

   - When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:

     1. The functions or features with issues

     2. How they do not fully support

   - If the criterion does not apply, explain why.

   - If an accessible alternative is used, describe it.

7. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information

- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.

- **Notes:** Add any notes applicable to product or the report

  - Additional information about the product version that the document references

  - Any revisions to the document

  - Links to any related documents

  - Additional information describing the product

  - Additional information about what the document does or does not cover

  - Information suggested by the [WCAG 2.0 Conformance Claim](#)

  - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity

- **Evaluation Methods Used –** Information to enter may include the following:

  - Testing is based on general product knowledge

  - Similar to another evaluated product

  - Testing with assistive technologies

  - Published test method (provide name, publisher, URL link)

  - Vendor proprietary test method

  - Other test method

- **Remarks and Explanations:** This section may include:

  - Information regarding the testing of a given criteria.

  - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).

  - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.

  - Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.

- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:

  - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.

  - When an entire section is not being reported on because it does not apply to the product, for example:

- Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.

- A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.

- When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

- If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.

- If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.

- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.

  - If desired, these tables can be combined into one table.

  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.

- **Language:** Translation to other languages is permitted.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.

  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

  - The links to the standards/guidelines can be removed.

- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. The current order is WCAG, Section 508 and EN 301 549. You can change this order if desired or incorporate the WCAG criteria into the Section 508 and EN 301 549 tables.

- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
  - The cells in these rows do not require answers as indicated by "Heading cell – no response required."
  - It is optional to add a response if desired.
  - The shading of the row is also optional.
  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 10 pages of this document, including the table of contents, introductory information and instructions.

- Check for each required item in the VPAT® document:

  - **[Company Name] Accessibility Conformance Report** (report title)

  - **(Based on VPAT® Version 2.4)**

  - **Name of Product/Version**

  - **Report Date**

  - **Product Description**

  - **Contact Information**

  - **Notes**

  - **Evaluation Methods Used**

  - **Applicable Standards/Guidelines**

  - **Terms**

  - **Tables for Each Standard or Guideline**
    - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Verify that the final document is accessible.

- Post your final document on your company's web site, or make the document available to customers upon request.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Zum - Student Transportation

Report Date: September 20, 2022

Product Description: Zum is bringing flexible, efficient, connected and sustainable student transportation to school districts, communities and families across the United States.

Contact Information: Shiva Nagabushanaswamy, VP Engineering & Data Science

Notes:

The testing process was carried out in compliance to the WCAG 2.1 AA guidelines. The product was found to be overall partially supportive.

As a summary, there are some elements and functionalities that are not being supported such as role not defined, alert message not announced, proper name not defined etc. However, the app is navigable, and, in most cases, there is a solution for the features that are not being supported.

Accessibility for Americans with Disabilities Act (ADA) website compliance requires all public and (large) private organizations to make their websites and web content conform with mandatory accessibility standards (WCAG 2.0). WCAG is simply a set of formal guidelines on how to develop accessible web content. These standards represent a higher level of accessibility than 508 standards, although they are identical or very similar. WCAG focuses primarily on HTML accessibility.

Evaluation Methods Used:

The product was tested against all of the applicable 50 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. The testing methodology included a combination of automated testing, manual testing conducted via paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. This testing methodology ensures that every aspect related to accessibility and user experience is included in our analysis. Below is a list of some of the technologies and environments used:

- Assistive technologies - Voiceover, Talkback
- OS - iOS, Android

The combinations of technologies used were the following:

- Android with Talkback
- iOS with Voiceover

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included In Report
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remarks:** Application has few informative and decorative non-text content. Appropriate alt text is provided for meaningful graphic and decorative images are hidden.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no audio only or video only content present in the application.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no multimedia content present in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no multimedia content present in the application.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document)	**Partially Supports**	**Remark:** Screen reader properly identifies most of the information available in the application and the

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		screen reader user is easily able to perceive the relationships between an element and its role. **Exceptions:** **1.** Color of close button is unnecessarily provided in the label. **2.** No success message is implemented. **3.** Text 'Zum Privacy Policy, user Side, Children Related Data Collection' etc. are not tagged in heading. **4.** Text 'Enter mobile number' is not tagged in heading.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	**Remark:** Screen reader reads most of the content present in the application in a meaningful sequence with the help of swipe gesture. However, at one instance screen reader does not follow the correct reading sequence. **Exception:** **1.** Screen reader is not reading the content according to the presentation order. Screen reader first reads text 'To learn more, refer to our', then the focus moves to text 'You can request to delete your account below' and finally focus moves to 'Privacy Policy' button.
1.3.3 Sensory Characteristics (Level A) Also applies to:	**Not Applicable**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		There is no information present in the application, which is presented in the form of sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	**Remark:** No color is used to indicate any type of information on the application.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software)	Not Applicable	**Remark:** There is no audio available in the application, which plays automatically as soon as the page is launched.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	**Remark:** Most of the interactive elements are accessible using swipe gesture. **Exceptions:** **1.** Info icon is not accessible through screen reader. **2.** Close mechanism is not provided to collapse hamburger menu. **3.** Plain text present on the screen is not accessible through screen reader. **4.** Compass button is performing an incorrect action. After a double tap on the 'compass' button, instead of rotating the map the focus moves to 'manage ride' page. **5.** Profiles of Anna and Tim are not accessible through screen reader.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software)	**Supports**	**Remark:** Application has a good navigation support. No trap issue is observed throughout the application.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** There are no such character key shortcuts required in the application to operate any feature, which clashes with the predefined screen reader shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is a session time out functionality in the application for which an option is provided to extend the session time.

Criteria	Conformance Level	Remarks and Explanations

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.2.2.2 (Web)
  • 10.2.2.2 (Non-web document)
  • 11.2.2.2 (Open Functionality Software)
  • 11.2.2.2 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Not Applicable	**Remark:**
		There is no such functionality/activity available in the application, where there is a need to either Pause, Stop or Hide the content.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.2.3.1 (Web)
  • 10.2.3.1 (Non-web document)
  • 11.2.3.1 (Open Functionality Software)
  • 11.2.3.1 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Not Applicable	**Remark:**
		There is no flashing / blinking content present anywhere in the application.

2.4.1 Bypass Blocks (Level A)
Also applies to:
EN 301 549 Criteria
  • 9.2.4.1 (Web)
  • 10.2.4.1 (Non-web document) – Does not apply
	Not Applicable	**Remark:**
		Skip to main content link is not required in mobile application.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Descriptive and unique titles are provided for different screens in the application.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Partially Supports**	**Remark:** The focus order is moving in a correct sequence for majority of the instances. There are some exceptions where focus order is incorrect. **Exceptions:**

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		**1.** After a double tap on hamburger menu, screen reader focus does not move to the sub links present inside it. **2.** After a double tap on 'Other' radio button, focus does not immediately moves to 'Reason for cancellation' edit field.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Appropriate link text is provided for the links available in the application.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	**Remark:** All functionality that uses multipoint or path-based gestures for the operation can be operated with a single pointer without a path-based gesture.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	**Remark:** Entire Application supports pointer cancellation as the down-event of the pointer is not used to execute any part of the function, and elements trigger only by using the up-event.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	**Remark:** Visual label matches with the accessible or programmatic name for the elements.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** There is no functionality in the application that can be operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** Lang attribute is not applicable for mobile application.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Application does not have any feature / functionality, which triggers automatically on receiving the focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document)	**Supports**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
• 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Change of context does not happen anywhere in the application when changing the setting of any UI component.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Error message is provided in textual format.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Supports**	**Remark:** All the form fields present in the application have appropriate labels.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** This evaluation is not applicable for the mobile application.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	**Remark:** Most of the components present in the application have proper name/label, role/state and value, which helps screen reader user to understand the actual purpose and nature of these components. However, there are a few exceptions where Name/Role/Value is not associated properly for the elements. **Exceptions:** **1.** Button role unnecessarily announced twice for hamburger menu.

Criteria	Conformance Level	Remarks and Explanations
		2. Expanded/ collapsed state of hamburger menu is not defined. **3.** Name of 'One day before your kids' ride…' is not defined. **4.** Role of 'Upcoming' and 'Past' is not defined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no live multimedia content present in the application.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software)	**Not Applicable**	**Remark:** There is no multimedia content present in the application which requires audio description.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Does Not Support**	**Remark:** User is not able to use the application in landscape mode.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Does Not Supports**	**Remark:** Application does not have autocomplete attribute for form fields.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria	**Partially Supports**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Application has sufficient contrast ratio i.e., 4.5:1 for most of the elements present in the application. **Exceptions:** **1.** The color contrast ratio of text 'Zum' is less than the standard ratio 4.5:1. **2.** The color contrast ratio of text 'Rides, Support' are less than the standard ratio 4.5:1. **3.** The color contrast ratio of text 'Password' is less than the standard ratio 4.5:1. **4.** The color contrast ratio of text 'Pickup 5:23 AM, Dropoff Est 5:50 AM' etc. are less than the standard ratio 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	**Remark:** Application is operable and readable while resizing the content using the zoom feature.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document)	Not Applicable	**Remark:** There is no information present in the application which is in the form of Image of text.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	**Remark:** Application is operable and readable while resizing the content using the zoom feature.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	**Remark:** Application has sufficient contrast ratio i.e., 3:1 for most of the elements present in the application. In some instances, the contrast ratio is not sufficient for different elements. **Exceptions:** **1.** The color contrast ratio of border line of radio buttons are less than the standard ratio 3:1. **2.** The color contrast ratio of border line of edit field is less than the standard ratio 3:1.

Criteria	Conformance Level	Remarks and Explanations
		3. The color contrast ratio of 'x' icon is less than the standard ratio 3:1. **4.** The color contrast ratio of border line of edit field is less than the standard ratio 3:1.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** Text spacing is not applicable in this mobile application.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** There is no web element available in the application which triggers the additional content after receiving focus.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web)	**Not Applicable**	

Criteria	Conformance Level	Remarks and Explanations
• 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		**Remark:** Multiple ways of navigation are not required in the mobile application.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Support**	**Remark:** Headings present in the application are descriptive enough to understand their purpose and a sufficient label is provided for each form field wherever descriptive label is needed.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool)	**Support**	**Remark:** Tab focus is visible on every interactive element present in the application.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** Application content is available in the English language only. There is no change in language throughout the application.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool)	**Support**	**Remark:** Repeated components are occurring in the same order on every page of the application, which helps screen reader and cognitive user to predict the location of different web elements on each page.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Support**	**Remark:** Elements that have the same functionality across multiple pages in the application have same labels or same name.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Error message which appears is descriptive and precise.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria	**Not Applicable**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
• 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		This success criterion is related to legal commitment, financial data, etc., which involves serious risk, if no option, is provided for user to review or revert the data before submission. However, the application does not have any forms where this risk is associated.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	**Remark:** Screen reader does not notify about alert/ notification/ message which appears in the application. **1.** Loading status is not announced automatically by screen reader. **2.** Screen reader does not automatically announce the success message.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Partially Supports**	**Remark:** Voiceover and Talkback screen reader equally supports the application. Users using these screen readers can easily operate the application. However, there are some instances where a screen reader user will have difficulties in understanding the information. **Exceptions:** **1.** No success message is implemented. **2.** Text 'Zum Privacy Policy, user Side, Children Related Data Collection' etc. are not tagged in heading. **3.** Color of close button is unnecessarily provided in the label. **4.** Role of 'Submit Feedback' is not defined.
302.2 With Limited Vision	**Partially Supports**	**Remark:** Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio of 4.5:1. However, there are a few instances where low vision user will find it

Criteria	Conformance Level	Remarks and Explanations
		difficult to recognize web elements as their color contrast ratio is less than the standard ratio. **Exceptions:** **1.** The color contrast ratio of text 'Rides, Support' are less than the standard ratio 4.5:1. **2.** The color contrast ratio of text 'Password' is less than the standard ratio 4.5:1. **3.** The color contrast ratio of text 'Pickup 5:23 AM, Dropoff Est 5:50 AM' etc. are less than the standard ratio 4.5:1. **4.** The color contrast ratio of text 'Manage Ride' is less than the standard ratio 4.5:1.
302.3 Without Perception of Color	**Not Applicable**	**Remark:** No color is used to indicate any type of information on page such as bulleted point, section headings, link, button, etc.,
302.4 Without Hearing	**Not Applicable**	No multimedia content is present in the application.
302.5 With Limited Hearing	**Not Applicable**	No multimedia content is present in the application.
302.6 Without Speech	**Not Applicable**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
		Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Not Applicable	**Remark:** There are no complicated actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	Partially Supports	**Remark:** Most of the interactive elements are accessible using swipe gesture. **Exceptions:** **1.** Info icon is not accessible through screen reader. **2.** Close mechanism is not provided to collapse hamburger menu. **3.** Plain text present on the screen are not accessible through screen reader. **4.** Compass button is performing an incorrect action. After double tap on 'compass' button, instead of rotating the map the focus moves to 'manage ride' page. **5.** Profiles of Anna and Tim are not accessible through screen reader.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	**Remark:** Many features in the application have good support for users with cognitive disabilities due to following reasons: **1.** Application does not have any moving text/images/animations, which disrupts in reading. **2.** Application does not have any multimedia, which plays automatically and confuses the user. **3.** Application does not have any flashing object, which causes seizure.

Chapter 4: Hardware

Notes: This website is not subjected to the requirements of this section

Chapter 5: Software

Notes: This website is not subjected to the requirements of this section

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	**Does not support**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
		There is no section available in the application which describes the information regarding accessibility and its compatibility with different assistive technologies.
602.3 Electronic Support Documentation	See WCAG 2.1 section	Application provides Help content pages which gives information on available content. People with visual disability are not able to read and understand this information easily, as user guide PDFs are not tagged for screen reader user.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	**Remark:** Since, the application provides information through the digital medium and it allows user to access the 'Help' feature for further help regarding the digital content and documentation. There is no such requirement of alternate formats for non-electronic support documentation as support services are available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Does not support**	There is no accessibility information section available in the application, which provides information regarding accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	**Does not support**	There is no phone number/ email address mentioned under support section, using which user can contact tech support.

Legal Disclaimer (Zum Mobile App)

Include your company legal disclaimer here, if needed.

Form W-9

(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer
Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Zum Services, Inc.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC   ☑ C Corporation   ☐ S Corporation   ☐ Partnership   ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

275 Shoreline Dr. Ste 200

6 City, state, and ZIP code

Redwood City, CA 94065

Requester's name and address (optional)

7 List account number(s) here (optional)

Print or type.
See Specific Instructions on page 3.

Part I   Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

☐☐☐ – ☐☐ – ☐☐☐☐

or

Employer identification number

4 7 – 3 0 6 4 8 6 3

Part II   Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here   Signature of U.S. person ▶ *Michael Shacklee*   Date ▶ 10/9/2023

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-INT (interest earned or paid)

• Form 1099-DIV (dividends, including those from stocks or mutual funds)

• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)

• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)

• Form 1099-S (proceeds from real estate transactions)

• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)

• Form 1099-C (canceled debt)

• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Cat. No. 10231X   Form **W-9** (Rev. 10-2018)

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 01/05/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Mark Smith
RSC Insurance Brokerage, Inc. 160 Federal St. 4th Floor Boston MA 02110	PHONE (A/C, No, Ext): (314) 854-1393 FAX (A/C, No): (617) 439-3752 E-MAIL ADDRESS: mark.smith@risk-strategies.com

	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A :	The Burlington Insurance Company	23620
INSURER B :	ACE American Insurance Company	22667
INSURER C :	Gemini Insurance Company	10833
INSURER D :	General Star Indemnity Company	37362
INSURER E :		
INSURER F :		

INSURED
ZUM SERVICES, INC.
275 Shoreline Dr Ste 200
Redwood City, California 94065

COVERAGES
CERTIFICATE NUMBER: CL2372668579 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☒ LOC ☐ OTHER:	Y		401BG10043	07/26/2023	07/26/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 100,000 $ 5,000 $ 1,000,000 $ 2,000,000 $ incl. in Gen. Agg. $
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			ISA H10710224	07/26/2023	07/26/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 2,000,000 $ $ $ $
C	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $			GVE100317401	07/26/2023	07/26/2024	EACH OCCURRENCE AGGREGATE	$ 3,000,000 $ 3,000,000 $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N: N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WLR C70314642	07/26/2023	07/26/2024	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
D	Excess Liability			IXG674936A	07/26/2023	07/26/2024	Limit	$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Sexual Misconduct: Policy: #MR239182, Carrier: Lloyds (Beazley Syndicate 2623/623), Policy Period: 5/10/2023 - 7/26/2024, Limits: $5,000,000. The Chubb Workers Compensation policy is not providing coverage in the state of Washington. This certificate is issued as evidence of insurance coverage only. Poudre School District is shown as additional insured on the Commercial General Liability policy as required by written contract subject to policy terms, conditions and exclusions.

CERTIFICATE HOLDER	CANCELLATION
Poudre School District Attn: Kristin Thetford, Purchasing and Contract Manager 2407 LaPorte Avenue Fort Collins, CO 80521-2297	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *RSC Insurance Brokerage Inc.*

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – MANAGERS OR LESSORS OF PREMISES

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Designation Of Premises (Part Leased To You): Any and all locations or part thereof that is leased to you for your use in your business, but only if you have agreed, in a written contract, to provide additional insured coverage for that location or part thereof.
Name Of Person(s) Or Organization(s) (Additional Insured): Any person or organization with whom you have agreed, in a written contract, to add such person or organization as an additional insured on your policy with respect to the above premises, provided such written contract is fully executed prior to an "occurrence" in which coverage is sought under this policy.
Additional Premium: **$ 0**
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by you or those acting on your behalf in connection with the ownership, maintenance or use of that part of the premises leased to you and shown in the Schedule and subject to the following additional exclusions:

This insurance does not apply to:

1. Any "occurrence" which takes place after you cease to be a tenant in that premises.

2. Structural alterations, new construction or demolition operations performed by or on behalf of the person(s) or organization(s) shown in the Schedule.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and

2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or

2. Available under the applicable limits of insurance;

whichever is less.

This endorsement shall not increase the applicable limits of insurance.

Exhibit C

Software							
Item	Units	List Price	Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards *
Student Transportation Software as a Service $300 Per Tablet Per Year Pricing includes: . **short class C, 4 small class A, and 5 Wheelchair buses)** - Student, school, parent management - Route planning & optimization including maps - Driver Tablet App including navigation, DBR and DVIR - Student Ridership & GPS tracking - Parent mobile App (iOS and Android) - Dispatch and scheduling - Athletics / Field Trips Management - 360 degree Reporting & Insights - Software upgrades - Hosting fees - Standard Customer support	171	$171,000	70%	$119,700	$51,300	$51,300	$51,300

Tablet and Related Hardware							
Item	Units	List Price	Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards *
Driver Tablets - Samsung Android ($540.54 per unit) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$100,888	8%	$8,456	$92,432	$92,432	
Cables/Mounts for Driver Tablets ($175.10 per set) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$34,226	13%	$4,284	$29,942	$29,942	
GPS Telematics Hardware ($75 per unit) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$16,673	23%	$3,848	$12,825	$12,825	
Shipping - Tablets, GPS Telematics, & Related Hardware Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$3,335	0%	$0	$3,335	$3,335	
Tablet Installation ($157 per install) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$26,847	0%	$0	$26,847	$26,847	
GPS Telematics Installation ($21.25 per install) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$3,634	0%	$0	$3,634	$3,634	
GPS/Telematics Service ($22 per unit per month) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$49,248	8%	$4,104	$45,144	$45,144	$45,144
Driver Tablet Data Plan ($16 per unit per month) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)** Pricing includes: - 1GB per month per tablet	171	$41,040	20%	$8,208	$32,832	$32,832	$32,832
GPS Telematics Hardware ($75 per unit) **Qty: 159 support vehicles**	159	$11,925	0%	$0	$11,925	$11,925	
GPS Telematics Installation ($50 per install) **Qty: 159 support vehicles**	159	$7,950	0%	$0	$7,950	$7,950	
GPS/Telematics Service ($22 per unit per month) **Qty:159 support fleet**	159	$45,792	8%	$3,816	$41,976	$41,976	$41,976

Cameras and Related Hardware

Item	Units	List Price	Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards *
8 Camera System ($3,609 per bus) **Qty: 131 full size class C & D** Pricing includes: - 4 Exterior Cameras - 3 Wide Angle Interior Cameras - 1 Forward Facing IP Interior Camera out front windshield - 1 GPS Antenna - 8 Channel AHD and 4 Channel IP Hybrid DVR - 4 Port Switch - 1 Driver Alert button - 2TB SSD Hard Drive - G4 Viewer Plus Software (Unlimited copies including free upgrades)	131	$590,974	20%	$118,195	$472,779	$472,779	
8 Camera System Installation ($775 per install) **Qty: 131 full size class C & D**	131	$101,525	0%	$0	$101,525	$101,525	
8 Camera System Shipping **Qty: 131 full size class C & D** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$3,930	0%	$0	$3,930	$3,930	
7 Camera System ($3,423.26 per bus) **Qty: 31 short class C and 5 wheelchair buses** Pricing includes: - 4 Exterior Cameras - 2 Wide Angle Interior Cameras - 1 Forward Facing IP Interior Camera out front windshield - 1 GPS Antenna - 8 Channel AHD and 4 Channel IP Hybrid DVR - 4 Port Switch - 1 Driver Alert button - 2TB SSD Hard Drive - G4 Viewer Plus Software (Unlimited copies including free upgrades)	36	$154,047	20%	$30,809	$123,237	$123,237	
7 Camera System Installation ($750 per install) **Qty: 31 short class C and 5 wheelchair buses**	36	$27,000	0%	$0	$27,000	$27,000	
7 Camera System Shipping **Qty: 31 short class C and 5 wheelchair buses** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$1,080	0%	$0	$1,080	$1,080	
6 Camera System ($3,237.52 per bus) **Qty: 4 small bus** Pricing includes: - 4 Exterior Cameras - 1 Wide Angle Interior Cameras - 1 Forward Facing IP Interior Camera out front windshield - 1 GPS Antenna - 8 Channel AHD and 4 Channel IP Hybrid DVR - 4 Port Switch - 1 Driver Alert button - 2TB SSD Hard Drive - G4 Viewer Plus Software (Unlimited copies including free upgrades)	4	$16,188	20%	$3,238	$12,950	$12,950	
6 Camera System Installation ($725 per install) **Qty: 4 small bus**	4	$2,900	0%	$0	$2,900	$2,900	
6 Camera System Shipping **Qty: 4 small bus** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$120	0%	$0	$120	$120	

Training and Implementation

Item	Units	List Price	Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 *
Training	1	$10,400	0%	$0	$10,400	$10,400	$0
Implementation	1	$60,903	0%	$0	$60,903	$60,903	$0

	Year 1	Year 2 Onwards*
Grand Total	$1,176,966	$171,252

*All pricing is subject to a 3% annual increase.
Hardware is based on initial volume indicated here; changes in volume may affect pricing

Optional RFID Hardware							
Item	Units	List Price	Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards *
RFID Cards for each student ($2 per card) Pricing includes: - Setup, Ink Cartridge, & Shipping - Optional printer for $1,000 each - Additional card for $2.00 each	8,000	$16,000	0%	$0	$16,000	$16,000	

Optional Driver Coaching Hardware & Services							
Item	Units	List Price	Discount of List Price	Discount Amount	Price After Discount	Year 1	Year 2 Onwards *
Driver Coaching Camera ($479 per vehicle) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$81,875	0%	$0	$81,875	$81,875	
Driver Coaching Camera Software ($389 per year) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$66,485	0%	$0	$66,485	$66,485	$66,485
Driver Coaching Camera Shipping **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$3,420	0%	$0	$3,420	$3,420	
Camera Installation ($400 per vehicle) **Qty: 171 School Bus (inc 131 full size class C & D, 31 short class C, 4 small class A, and 5 Wheelchair buses)**	171	$68,400	0%	$0	$68,400	$68,400	
Driver Coaching Camera ($479 per vehicle) **Qty: 159 support vehicles**	159	$76,129	0%	$0	$76,129	$76,129	
Driver Coaching Camera Software ($389 per year) **Qty: 159 support vehicles**	159	$61,819	0%	$0	$61,819	$61,819	$61,819
Driver Coaching Camera Shipping **Qty: 159 support vehicles** Pricing includes: - Shipment can delivered to multiple locations as appropriate	1	$3,180	0%	$0	$3,180	$3,180	
Camera Installation ($400 per vehicle) **Qty: 159 support vehicles**	159	$63,600	0%	$0	$63,600	$63,600	
						Year 1	Year 2 Onwards*
Grand Total for Driver Coaching						$424,908	$128,304

*All pricing is subject to a 3% annual increase.
Hardware is based on initial volume indicated here; changes in volume may affect pricing

Exhibit D

STUDENT DATA INFORMATION REQUEST FOR SOFTWARE SERVICES

Colorado's Student Data Transparency and Security Act [*C.R.S. Section 22-16-101 et seq.*] requires Poudre School District (PSD) to set forth certain contractual requirements before agreeing to the use of products that share student data. Due to the specificity of this language, PSD has opted to use its own contract to ensure compliance and alignment with the law and U.S. Department of Education recommendations regarding National Institutes of Standards and Technology Guidelines for Media Sanitization.

The law defines Student Identifiable Data as all items which are collected, maintained, generated, or inferred through use of the service, which includes metadata. This means any data element in the software's data table that can be connected to a student must be transparently identified along with how the data will be used. Because this may be different from what the company has reported under the Family Educational Rights and Privacy Act (FERPA), the District recommends pulling the data table to include all data elements.

Please provide the following information to facilitate the contracting process:

1. Detailed, formal description of product and scope of work to be completed.
   - *Descriptions should not include wording such as "most used" or "used by X number of schools."*
   - *Service descriptions should be detailed and free of sales language so it's clear what's being purchased.*

   Zum will provide cliud hosted softwre solution for district to manage student transportation services. As part of the offering camera system, Tablets, and GPS will also be installed on the buses. Students and Drivers may receive RFID badges. Software solutioon will use student data to create routing, provide communications to Guardians, and allow authorized school staff to login and access transportation related information.

2. What student data is collected through use of the system?
   - *List all student data that's collected, maintained, generated, or inferred through use of the service; this includes information created or collected by the company.*

   Please see the table at the end of this document

Student	Teacher	Admin	Meta Data

3. What is the purpose of collecting student data?

Student data required for providing transportation related services will be collected and used by the software service provided by Zum.

4. What third parties does the company partner with who may receive student data in any format?
   - *This includes storage and vendors receiving encrypted data.*

Zum uses Amazon Web Services and Google Cloud for authentication, storage and compute infrastructure. Twilio and Sendgrid for email/sms communication, Mapbox and Google Maps for routing and navigation.

5. What is the purpose of the third-party partners?

Maps, Database, file storage and server hosting

6. Please provide:
   - Current quote (if available)

   See Zum's response to RFP

   - Tiered pricing for future purchases

   See Zum's response to RFP

   - Name and email for contract notices

   Sarah Skinner
   Email: contracts@ridezum.com

   - Name and title of person who will sign the contract

   Ritu Narayan, Chief Executive Officer

   - Does the system allow integration for rostering?

     ⦿ Yes ○ No

   If the above answer is yes, how is it completed?

   Zum will pursue API integration with district's currently supported SIS systems. A backup solution of encrypted nightly file transfers through SFTP will also be setup.

The following pages contain an example that will serve as a guide for the company's IT team; these items are known as data tables or data dictionaries.

PSD must have specific information from the company in a separate document, which will become an exhibit to the contract. Links to online privacy policies will not be accepted; these policies must be transparently identified in a static document.

Student	Teacher	Admin	Meta Data
District Student Id	Teacher/Staff First Name	First Name	
Student First Name	Teacher/Staff Last Name	Last Name	
Student Last Name	Teacher/Staff Email	Email	
Student's date of birth	Teacher/Staff Phone Number	Phone Number	
Student Picture	Teacher/Staff title/position	Position/Title	
Student's campus of enrollment	Teacher/Staff Campus ID/Name	Campus ID/Name	
District's Campus ID of Student's enrollment			
Student's grade			
Special Education Status			
WC/HARNESS/CHILDSEAT/WALKER			
Nurse/Aide/Monitor Information			
Aide's pickup/dropoff address			
Student home address Street1, Street 2,City, State, Zip			
Pickup/Dropoff address, Street, City, State, Zip			
Self Release Status			
Name to whom student can be released			
Phone number of person to whom student can be released			
Guardian's first name			
Guardian's last name			
Guardian's email(s)			
Guardian's phone number(s)			
Guardian Relationship			
Poickup/Dropoff notes for student home/transportation address			
Additional student specific notes to consider for transportation			

Exhibit E

Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.4

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the International edition of the VPAT. It includes the following standards/guidelines:

- Web Content Accessibility Guidelines 2.0

- Web Content Accessibility Guidelines 2.1

- Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018

- EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)

If you do not need to report on all these standards/guidelines then use the appropriate standard-specific VPAT edition found on the ITI Accessibility web page.

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)

- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

2. Determine which accessibility standards/guidelines will be included in the product conformance report.

3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.

3. A report must contain a minimum of one applicable Standard/Guideline or may contain any combination of the Standards/Guidelines that are applicable to the product being reported.

4. A report must contain the following content at a minimum:

   - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"

   - **VPAT Heading Information** – Template version

   - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary

- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".

- **Product Description** – A brief description of the product

- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.

- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.

- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.

- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.

  - The list must include only the Standards/Guidelines used to evaluate the product.

  - A report must contain a minimum of one Standard/Guideline or any combination of the Standards.

  - The applicable Standards/Guidelines that may be included are:

    - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)

    - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1

    - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018

    - [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#), V3.1.1 (2019-11)

  - This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed "(yes / no)" for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.

  - If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.

- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

    - **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

    - **Partially Supports**: Some functionality of the product does not meet the criterion.

    - **Does Not Support**: The majority of product functionality does not meet the criterion.

    - **Not Applicable**: The criterion is not relevant to the product.

    Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance: This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

    - **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.

- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).

- These tables are used to answer:

    - Revised Section 508:

        - Chapter 5 Software
        - Chapter 6 Support Documentation

    - EN 301 549 Standard:

        - Chapter 9 Web
        - Chapter 10 Non-Web
        - Chapter 11 Software
        - Chapter 12 Documentation and Support Services

    - The selected levels of WCAG 2.x Guidelines.

- The WCAG conformance information can either be included in the provided WCAG section of the report which is cross-referenced from the EN 301 549 responses, or

the WCAG information can be incorporated within the EN 304 549 section of the report. The information does not need to be duplicated.

- If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508 or EN 301 549, the answers need to be clear about which individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.

- If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.

- When reporting on WCAG 2.0 only criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

   - When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:

     1. The functions or features with issues

     2. How they do not fully support

   - If the criterion does not apply, explain why.

   - If an accessible alternative is used, describe it.

7. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information

- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.

- **Notes:** Add any notes applicable to product or the report
  - Additional information about the product version that the document references
  - Any revisions to the document
  - Links to any related documents
  - Additional information describing the product
  - Additional information about what the document does or does not cover
  - Information suggested by the WCAG 2.0 Conformance Claim
  - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity

- **Evaluation Methods Used –** Information to enter may include the following:
  - Testing is based on general product knowledge
  - Similar to another evaluated product
  - Testing with assistive technologies
  - Published test method (provide name, publisher, URL link)
  - Vendor proprietary test method
  - Other test method

- **Remarks and Explanations:** This section may include:
  - Information regarding the testing of a given criteria.
  - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
  - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
  - Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.

- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
  - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.
  - When an entire section is not being reported on because it does not apply to the product, for example:

- - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.

    - A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.

  - When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.

  - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.

- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.

  - If desired, these tables can be combined into one table.

  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.

- **Language:** Translation to other languages is permitted.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.

  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

  - The links to the standards/guidelines can be removed.

- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. The current order is WCAG, Section 508 and EN 301 549. You can change this order if desired or incorporate the WCAG criteria into the Section 508 and EN 301 549 tables.

- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
    - The cells in these rows do not require answers as indicated by "Heading cell – no response required."
    - It is optional to add a response if desired.
    - The shading of the row is also optional.
    - If removing the heading rows, edit the criteria titles so it's clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 10 pages of this document, including the table of contents, introductory information and instructions.

- Check for each required item in the VPAT® document:

    - **[Company Name] Accessibility Conformance Report** (report title)

    - **(Based on VPAT® Version 2.4)**

    - **Name of Product/Version**

    - **Report Date**

    - **Product Description**

    - **Contact Information**

    - **Notes**

    - **Evaluation Methods Used**

    - **Applicable Standards/Guidelines**

    - **Terms**

    - **Tables for Each Standard or Guideline**
        - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Verify that the final document is accessible.

- Post your final document on your company's web site, or make the document available to customers upon request.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Zum - Student Transportation

Report Date: September 20, 2022

Product Description: Zum is bringing flexible, efficient, connected and sustainable student transportation to school districts, communities and families across the United States.

Contact Information: Shiva Nagabushanaswamy, VP Engineering & Data Science

Notes:

The testing process was carried out in compliance to the WCAG 2.1 AA guidelines. The product was found to be overall partially supportive.

As a summary, there are some elements and functionalities that are not being supported such as role not defined, alert message not announced, proper name not defined etc. However, the app is navigable, and, in most cases, there is a solution for the features that are not being supported.

Accessibility for Americans with Disabilities Act (ADA) website compliance requires all public and (large) private organizations to make their websites and web content conform with mandatory accessibility standards (WCAG 2.0). WCAG is simply a set of formal guidelines on how to develop accessible web content. These standards represent a higher level of accessibility than 508 standards, although they are identical or very similar. WCAG focuses primarily on HTML accessibility.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Evaluation Methods Used:

The product was tested against all of the applicable 50 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. The testing methodology included a combination of automated testing, manual testing conducted via paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. This testing methodology ensures that every aspect related to accessibility and user experience is included in our analysis. Below is a list of some of the technologies and environments used:

- Assistive technologies - Voiceover, Talkback
- OS – iOS, Android

The combinations of technologies used were the following:

- Android with Talkback
- iOS with Voiceover

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included In Report
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	(Yes)
[EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe,](#) - V3.1.1 (2019-11)	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements.](#)

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remarks:** Application has few informative and decorative non-text content. Appropriate alt text is provided for meaningful graphic and decorative images are hidden.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no audio only or video only content present in the application.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no multimedia content present in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no multimedia content present in the application.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document)	**Partially Supports**	**Remark:** Screen reader properly identifies most of the information available in the application and the

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		screen reader user is easily able to perceive the relationships between an element and its role. **Exceptions:** **1.** Color of close button is unnecessarily provided in the label. **2.** No success message is implemented. **3.** Text 'Zum Privacy Policy, user Side, Children Related Data Collection' etc. are not tagged in heading. **4.** Text 'Enter mobile number' is not tagged in heading.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	**Remark:** Screen reader reads most of the content present in the application in a meaningful sequence with the help of swipe gesture. However, at one instance screen reader does not follow the correct reading sequence. **Exception:** **1.** Screen reader is not reading the content according to the presentation order. Screen reader first reads text 'To learn more, refer to our', then the focus moves to text 'You can request to delete your account below' and finally focus moves to 'Privacy Policy' button.
1.3.3 Sensory Characteristics (Level A) Also applies to:	**Not Applicable**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		There is no information present in the application, which is presented in the form of sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** No color is used to indicate any type of information on the application.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software)	**Not Applicable**	**Remark:** There is no audio available in the application, which plays automatically as soon as the page is launched.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	**Remark:** Most of the interactive elements are accessible using swipe gesture. **Exceptions:** **1.** Info icon is not accessible through screen reader. **2.** Close mechanism is not provided to collapse hamburger menu. **3.** Plain text present on the screen is not accessible through screen reader. **4.** Compass button is performing an incorrect action. After a double tap on the 'compass' button, instead of rotating the map the focus moves to 'manage ride' page. **5.** Profiles of Anna and Tim are not accessible through screen reader.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software)	**Supports**	**Remark:** Application has a good navigation support. No trap issue is observed throughout the application.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** There are no such character key shortcuts required in the application to operate any feature, which clashes with the predefined screen reader shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is a session time out functionality in the application for which an option is provided to extend the session time.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no such functionality/activity available in the application, where there is a need to either Pause, Stop or Hide the content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no flashing / blinking content present anywhere in the application.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply	**Not Applicable**	**Remark:** Skip to main content link is not required in mobile application.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Descriptive and unique titles are provided for different screens in the application.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Partially Supports**	**Remark:** The focus order is moving in a correct sequence for majority of the instances. There are some exceptions where focus order is incorrect. **Exceptions:**

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		**1.** After a double tap on hamburger menu, screen reader focus does not move to the sub links present inside it. **2.** After a double tap on 'Other' radio button, focus does not immediately moves to 'Reason for cancellation' edit field.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	**Remark:** Appropriate link text is provided for the links available in the application.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	**Remark:** All functionality that uses multipoint or path-based gestures for the operation can be operated with a single pointer without a path-based gesture.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	**Remark:** Entire Application supports pointer cancellation as the down-event of the pointer is not used to execute any part of the function, and elements trigger only by using the up-event.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Supports**	**Remark:** Visual label matches with the accessible or programmatic name for the elements.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** There is no functionality in the application that can be operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** Lang attribute is not applicable for mobile application.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Application does not have any feature / functionality, which triggers automatically on receiving the focus.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document)	**Supports**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
• 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Change of context does not happen anywhere in the application when changing the setting of any UI component.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Error message is provided in textual format.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Supports**	**Remark:** All the form fields present in the application have appropriate labels.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** This evaluation is not applicable for the mobile application.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Partially Supports**	**Remark:** Most of the components present in the application have proper name/label, role/state and value, which helps screen reader user to understand the actual purpose and nature of these components. However, there are a few exceptions where Name/Role/Value is not associated properly for the elements. **Exceptions:** **1.** Button role unnecessarily announced twice for hamburger menu.

Criteria	Conformance Level	Remarks and Explanations
		2. Expanded/ collapsed state of hamburger menu is not defined.
		3. Name of 'One day before your kids' ride...' is not defined.
		4. Role of 'Upcoming' and 'Past' is not defined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** There is no live multimedia content present in the application.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software)	**Not Applicable**	**Remark:** There is no multimedia content present in the application which requires audio description.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Does Not Support**	**Remark:** User is not able to use the application in landscape mode.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Does Not Supports**	**Remark:** Application does not have autocomplete attribute for form fields.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria	**Partially Supports**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Application has sufficient contrast ratio i.e., 4.5:1 for most of the elements present in the application. **Exceptions:** **1.** The color contrast ratio of text 'Zum' is less than the standard ratio 4.5:1. **2.** The color contrast ratio of text 'Rides, Support' are less than the standard ratio 4.5:1. **3.** The color contrast ratio of text 'Password' is less than the standard ratio 4.5:1. **4.** The color contrast ratio of text 'Pickup 5:23 AM, Dropoff Est 5:50 AM' etc. are less than the standard ratio 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	**Remark:** Application is operable and readable while resizing the content using the zoom feature.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document)	**Not Applicable**	**Remark:** There is no information present in the application which is in the form of Image of text.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	**Remark:** Application is operable and readable while resizing the content using the zoom feature.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Partially Supports**	**Remark:** Application has sufficient contrast ratio i.e., 3:1 for most of the elements present in the application. In some instances, the contrast ratio is not sufficient for different elements. **Exceptions:** **1.** The color contrast ratio of border line of radio buttons are less than the standard ratio 3:1. **2.** The color contrast ratio of border line of edit field is less than the standard ratio 3:1.

Criteria	Conformance Level	Remarks and Explanations
		3. The color contrast ratio of 'x' icon is less than the standard ratio 3:1. **4.** The color contrast ratio of border line of edit field is less than the standard ratio 3:1.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** Text spacing is not applicable in this mobile application.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	**Remark:** There is no web element available in the application which triggers the additional content after receiving focus.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web)	**Not Applicable**	

Criteria	Conformance Level	Remarks and Explanations
• 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		**Remark:** Multiple ways of navigation are not required in the mobile application.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Support**	**Remark:** Headings present in the application are descriptive enough to understand their purpose and a sufficient label is provided for each form field wherever descriptive label is needed.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool)	**Support**	**Remark:** Tab focus is visible on every interactive element present in the application.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	**Remark:** Application content is available in the English language only. There is no change in language throughout the application.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool)	**Support**	**Remark:** Repeated components are occurring in the same order on every page of the application, which helps screen reader and cognitive user to predict the location of different web elements on each page.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Support	**Remark:** Elements that have the same functionality across multiple pages in the application have same labels or same name.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	**Remark:** Error message which appears is descriptive and precise.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria	Not Applicable	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
• 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		This success criterion is related to legal commitment, financial data, etc., which involves serious risk, if no option, is provided for user to review or revert the data before submission. However, the application does not have any forms where this risk is associated.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Does Not Support**	**Remark:** Screen reader does not notify about alert/ notification/ message which appears in the application. **1.** Loading status is not announced automatically by screen reader. **2.** Screen reader does not automatically announce the success message.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Partially Supports**	**Remark:** Voiceover and Talkback screen reader equally supports the application. Users using these screen readers can easily operate the application. However, there are some instances where a screen reader user will have difficulties in understanding the information. **Exceptions:** **1.** No success message is implemented. **2.** Text 'Zum Privacy Policy, user Side, Children Related Data Collection' etc. are not tagged in heading. **3.** Color of close button is unnecessarily provided in the label. **4.** Role of 'Submit Feedback' is not defined.
302.2 With Limited Vision	**Partially Supports**	**Remark:** Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio of 4.5:1. However, there are a few instances where low vision user will find it

Criteria	Conformance Level	Remarks and Explanations
		difficult to recognize web elements as their color contrast ratio is less than the standard ratio.
		Exceptions:
		1. The color contrast ratio of text 'Rides, Support' are less than the standard ratio 4.5:1.
		2. The color contrast ratio of text 'Password' is less than the standard ratio 4.5:1.
		3. The color contrast ratio of text 'Pickup 5:23 AM, Dropoff Est 5:50 AM' etc. are less than the standard ratio 4.5:1.
		4. The color contrast ratio of text 'Manage Ride' is less than the standard ratio 4.5:1.
302.3 Without Perception of Color	**Not Applicable**	**Remark:** No color is used to indicate any type of information on page such as bulleted point, section headings, link, button, etc.,
302.4 Without Hearing	**Not Applicable**	No multimedia content is present in the application.
302.5 With Limited Hearing	**Not Applicable**	No multimedia content is present in the application.
302.6 Without Speech	**Not Applicable**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
		Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Not Applicable	**Remark:** There are no complicated actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	Partially Supports	**Remark:** Most of the interactive elements are accessible using swipe gesture. **Exceptions:** **1.** Info icon is not accessible through screen reader. **2.** Close mechanism is not provided to collapse hamburger menu. **3.** Plain text present on the screen are not accessible through screen reader. **4.** Compass button is performing an incorrect action. After double tap on 'compass' button, instead of rotating the map the focus moves to 'manage ride' page. **5.** Profiles of Anna and Tim are not accessible through screen reader.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	**Remark:** Many features in the application have good support for users with cognitive disabilities due to following reasons: **1.** Application does not have any moving text/images/animations, which disrupts in reading. **2.** Application does not have any multimedia, which plays automatically and confuses the user. **3.** Application does not have any flashing object, which causes seizure.

Chapter 4: Hardware

Notes: This website is not subjected to the requirements of this section

Chapter 5: Software

Notes: This website is not subjected to the requirements of this section

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	**Does not support**	**Remark:**

Criteria	Conformance Level	Remarks and Explanations
		There is no section available in the application which describes the information regarding accessibility and its compatibility with different assistive technologies.
602.3 Electronic Support Documentation	See WCAG 2.1 section	Application provides Help content pages which gives information on available content. People with visual disability are not able to read and understand this information easily, as user guide PDFs are not tagged for screen reader user.
602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	**Remark:** Since, the application provides information through the digital medium and it allows user to access the 'Help' feature for further help regarding the digital content and documentation. There is no such requirement of alternate formats for non-electronic support documentation as support services are available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Does not support**	There is no accessibility information section available in the application, which provides information regarding accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	**Does not support**	There is no phone number/ email address mentioned under support section, using which user can contact tech support.

Legal Disclaimer (Zum Mobile App)

Include your company legal disclaimer here, if needed.